How to do Business with COMPAQ

Service

COMPAQ®

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Service

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HOW TO DO BUSINESS WITH COMPAQ® SERVICE

First Edition (May 1986)

U.S. Edition

INTRODUCTION

COMPAQ Computer Corporation is pleased to present the first edition of the reference guide, "How to do Business with COMPAQ Service." This new edition is specially designed to provide the Authorized COMPAQ Computer Dealers with a single source of information encompassing the policies, procedures, and programs of the COMPAQ Customer Service Division.

This reference manual may be useful to everyone in your organization. It was developed with the Service Department in mind and contains the information you need to do business with the COMPAQ Customer Service Division.

Updates will be sent at least twice a year covering new products and programs as well as enhancements to existing programs.

As the COMPAQ product line continues to expand, it is increasingly important that your Service Manager be up to date on procedures in order to respond quickly to the service needs of your customers.

Our goal is to offer you the most comprehensive service and support programs in the personal computer industry. Please feel free to call the Dealer Support Hotline (1-800-231-9977) when you are unsure of a procedure or need further clarification regarding COMPAQ policies. We look forward to your comments and suggestions.

HOW TO DO BUSINESS WITH COMPAQ SERVICE

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CHAPTER 1

COMPAQ SERVICE PRODUCTS

1.1. COMPAQ QUALITY PARTS

COMPAQ Quality Statement

We at COMPAQ Computer Corporation are absolutely committed to providing defect-free products and services to our customers in partnership with equally committed Suppliers and Authorized COMPAQ Computer Dealers.

What Is a COMPAQ Quality Part?

COMPAQ requires its suppliers to adhere to very stringent quality control procedures.

With COMPAQ Quality Parts, you are assured of providing your customers with the most reliable spare parts and the latest revision level available for each subassembly. This includes all updates, engineering revisions, etc., and ensures maximum reliability and compatibility.

1.2. EXTENDED SERVICE AGREEMENTS

Extended Service Agreements are provided by COMPAQ Computer Corporation for you to sell to your customers.

Extended Service Agreements are designed to provide service coverage to all your COMPAQ customers, but they are particularly beneficial to:

- Major Accounts with many systems at several locations.
- Customers who may require service while traveling.

As an Authorized COMPAQ Computer Dealer, you may also purchase COMPAQ Extended Service Agreements and use them to underwrite your own service contract. This allows you to add coverage for printers and other peripherals that are not covered by the COMPAQ Agreement.

All Authorized COMPAQ Computer Dealers in the U.S., with the exception of Sears Business Systems Centers, honor COMPAQ Extended Service Agreements, regardless of place of purchase.

COMPAQ Extended Service Agreements are available for the following terms:

- 9 months
- 12 months
- 24 months
- 36 months

During the term of the Extended Service Agreement, the cost of service on the covered COMPAQ Computer system is protected from increase. This is a benefit to you and your customer. There are no additional costs for replacement parts to repair a covered COMPAQ Computer system, and you also receive labor credits for service performed in accordance with the current Warranty Labor Rate Schedule.

Out-of-warranty systems, or systems with expired Extended Service Agreements, may be covered by an Extended Service Agreement, provided you:

- Perform the required Check-Out Procedures.
- Complete the required Out-of-Warranty System Check-Out form.

Administrative procedures for Extended Service Agreements are located in Section 3.5.

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CHAPTER 2

COMPAQ SERVICE PROGRAMS

2.1. SUPPORT PROGRAM FOR AUTHORIZED DEALERS

Dealer Support

The Dealer Support Program provides you with toll-free telephone assistance. This toll-free number (1-800-231-9977) is reserved for you, the Authorized COMPAQ Computer Dealer, in order for COMPAQ Computer Corporation to focus its attention on your technical and administrative needs. Please do not give this number to your customers. All customers calling the Authorized Dealer number are referred to the Customer Relations number (713-370-0412).

Dealer Support provides both technical (Technical Support) and administrative (Service Administration) assistance. All calls are entered into a data base and analyzed so that we can maintain our product quality and provide you with better support.

Technical Support provides:

- Servicing assistance on COMPAQ Computer products.
- Clarification of Service Advisories and Bulletins.
- Technical information related to COMPAQ hardware and software.
- Configuration information regarding COMPAQ Computer products and options.

Many third-party hardware and software questions may be answered by referring to the quarterly COMPAQ TESTED SOFTWARE AND HARDWARE BULLETIN. Please refer to this

bulletin before calling Dealer Support. If you are not receiving this quarterly bulletin, contact your corporate headquarters, Authorized COMPAQ Computer Dealer Sales Representative, or Dealer Support.

Service Administration provides:

- Service account information.
- Spare parts ordering and Authorized Dealer order status.
- Return Material Authorization (RMA) (RMA numbers are required for special handling.)
- Status of returned parts.
- Clarification of COMPAQ Customer Service Programs such as:
  - Warranty Program
  - Extended Service Agreement Program
  - Repair/Exchange Program
  - Information and Sales

Guidelines

A COMPAQ Dealer ID number is given to all Authorized Dealers. The ID number, accompanied by a letter containing ID information and a copy of the executed Authorized Dealer Agreement, is sent to the dealer, following the completion of all requirements to become an Authorized COMPAQ Computer Dealer. This number is required whenever you place a call to Dealer Support.

Prior to placing a call for assistance:

1. Determine what kind of assistance you need, technical or administrative.
2. For technical servicing assistance, first try performing the standard troubleshooting procedures, as listed in the COMPAQ Maintenance and Service Guides.

3. Have your ID number available.

4. If you have a technical problem you cannot solve, please have the following information ready for the Support Specialist:

   - COMPAQ Computer product and model number (Example: PORTABLE II Model 2).
   - COMPAQ system ROM revision (Example: Rev. F).
   - Operating system and revision number (Example: MS-DOS® 3.0, Rev. B).
   - Hardware configuration:
     - Amount of RAM
     - Add-on boards, etc.
     - Printer attached
     - Monitor
     - Mouse
   - Third-party hardware/software:
     - Complete product name
     - Complete company name
     - Version of product
     - Company address (if known)
     - Company phone number (if known)
   - Conditions under which the problem occurred.
   - A hard copy of data (if applicable).

5. If the problem is compatibility, try to determine if the exact product has been tried, using the exact configuration, on a comparable IBM® Personal Computer system.

The Dealer Support Hotline number is 1-800-231-9977.

Dealer Support calls are handled by two automated systems, the Call Prompter and the Automated Call Distributor (ACD).

The Call Prompter answers your call with a recorded message that allows you to select the type of service you need.

For faster service, input your selection (on a touch-tone telephone) as soon as you hear the prompter.

- Dial 1 - 1 for Technical Support.
- Dial 1 - 2 for Service Administration.

Your call is then routed to the second system, the Automated Call Distributor (ACD). If all lines are busy, you hear a recorded message and are placed in a queue until you can be routed to the first available Support Specialist. Do not hang up and dial again; this places you at the end of the queue.

If you encounter problems with the prompter, or do not have a touch-tone telephone, stay on the line and an agent will assist you.

Hours of Operation

Monday through Friday - excluding COMPAQ holidays

9:00 a.m. - 8:00 p.m.	Eastern Time
8:00 a.m. - 7:00 p.m.	Central Time
7:00 a.m. - 6:00 p.m.	Mountain Time
6:00 a.m. - 5:00 p.m.	Pacific Time

Problem Escalation

The Dealer Support Hotline is staffed by Dealer Support Specialists. Most calls to Dealer Support are resolved immediately; however, some calls may require further research. When necessary, your Dealer Support Specialist will contact other departments within COMPAQ to resolve your problem.

2.2. SERVICE AUTHORIZATION TRAINING

The Service Training Seminar is designed to qualify the Service Technicians to install, service, and maintain COMPAQ Computer products.

Successful completion of the Service Authorization Training, by at least one technician, is also one of the requirements to becoming an Authorized COMPAQ Computer Dealer.

Curriculum

Topics covered:

- Hardware Overview of the Complete COMPAQ Computer Product Line
- Marketing Your Service Department
- Using the COMPAQ Advanced Diagnostics Programs
- Disassembling/Reassembling COMPAQ Products
- Using the COMPAQ Maintenance and Service Guide
- Current COMPAQ Service Programs:
  - Warranty Program
  - Extended Service Agreement Program
  - Repair/Exchange Program
- MS-DOS, as Published by COMPAQ
- Troubleshooting and Maintaining COMPAQ Computer Products
- Technical Support Access
- Ordering COMPAQ Quality Spare Parts

Prequalifications

Students attending the COMPAQ Service Training Seminar should have working knowledge of MS-DOS, PC-DOS, or CP/M. Basic knowledge of electronics and microprocessors is extremely helpful.

Location

The COMPAQ Service Training Seminar is offered frequently at the COMPAQ Computer Corporation training facility in Houston or at the regional training facilities located in:

- Atlanta, GA
- Chicago, IL
- Costa Mesa, CA (south of Los Angeles)
- Pleasanton, CA (southeast of San Francisco)
- Toronto, Canada
- Washington, DC
- Lake Success, NY (suburban Long Island)

Cost

COMPAQ Computer Corporation assumes expenses for training two technicians per service location prior to authorization. You pay only for the cost of transportation to and from the training site, the cost of lodging, and meals. Attendees are the lunch guests of COMPAQ Computer Corporation each day the course is in session.

For a tuition fee of $495.00 per person, plus living and travel expenses as outlined above, you may send a third employee or as many additional employees as necessary from each service location for service training.

Certification

After successful completion of the Authorization Exam, given at the conclusion of the COMPAQ Service Training Seminar, the Service Technician is certified to perform all service-related functions required to support current COMPAQ Computer products. This includes:

- All work covered by COMPAQ warranty programs.
- All out-of-warranty work.
- Roundtable technical discussions.
- Signature approval on all COMPAQ service invoices.

New Product Training

COMPAQ Computer Corporation offers a wide variety of training on new products at time of announcement, including:

- Regional training events
- Videotape training
- Self-paced training

These training programs are designed to assist you with in-store training for those personnel who cannot attend scheduled classes.

Registration

For more information on class availability, dates, and times, contact the COMPAQ Computer Corporation Education Coordinator in Houston.

2.3. WARRANTY PROGRAM

COMPAQ Computer Corporation provides two levels of initial product warranty:

- Authorized Dealer Shelf-Life Warranty:
  - Product
  - Spare parts
- 90-Day Limited Warranty

COMPAQ Computer Corporation reimburses its Authorized Dealers for labor required to correct problems that occur during either the Authorized Dealer Shelf-Life Warranty or the 90-Day Limited Warranty. COMPAQ also exchanges defective parts that fail during warranty.

The combination of the above warranties cannot exceed 12 months from date of shipment from COMPAQ to an Authorized COMPAQ Computer Dealer.

Please refer to your Dealer Agreement for clarification of COMPAQ warranty policies.

A copy of the COMPAQ 90-Day Warranty is located at the end of this Section.

Dealer Shelf-Life Warranty

The Authorized Dealer Shelf-Life Warranty covers each COMPAQ Computer product and spare part shipped to an Authorized COMPAQ Computer Dealer for a period of 12 months from the date of shipment to the Authorized Dealer, or until any of the following occurs:

- The product is sold to any purchaser.
- Initial transfer of title from dealer.
- Set-up and operation of the product for loan, lease, rental, or any other similar purpose.

The 12 months of Authorized Dealer Shelf-Life Warranty include the 90-Day Limited Warranty to your customer.

In the event you keep a product or spare part on your shelf for more than 9 months, you are liable for performing warranty repairs for the customer at your expense.

For example, if an Authorized Dealer sells a COMPAQ Computer product or spare part to a customer after the 10th month from shipment to the Dealer:

- Customer receives the 90-Day Limited Warranty.
- COMPAQ will reimburse the Dealer for warranty claims during the first 60 days of the 90-Day Limited Warranty to the customer.
- The Dealer will absorb the expense for the warranty repairs made during the last 30 days of the warranty.

Spares Warranty

All spare parts sold by COMPAQ Computer Corporation are covered by the COMPAQ Computer Corporation 90-Day Limited Warranty. This warranty is provided to protect your customer from any failures that can be attributed to a defect within a COMPAQ Computer Corporation spare part, occurring during the first 90 days of ownership. This warranty begins the day the spare part is sold to your customer or installed into a COMPAQ Computer product, whichever occurs first, and expires 90 days from that date.

Example:

1. A unit is purchased in May.
2. The VDU board fails in July.
3. The VDU board is replaced in July.
4. The replaced VDU board fails again in September.
5. The unit is out of warranty.

6. The VDU board is covered by the 90-Day Spare Part Warranty.

7. The VDU board is returned to COMPAQ for exchange in September with an Exchange Tag showing proof of prior service in July.

Administrative procedures for warranty reimbursement are covered in Section 3.3., Returning Parts.

Summary of Issues Regarding Warranty Service

In addition to the requirements of the Dealer Agreement, the Authorized Dealer should:

- Purchase and maintain at each Authorized Service Location a COMPAQ specified complement of warranty service parts from COMPAQ and use only parts manufactured or designated by COMPAQ when performing COMPAQ warranty service, unless otherwise agreed to by COMPAQ in writing.

- Validate all warranty claims and render warranty service on all COMPAQ products purchased from any Authorized COMPAQ Dealer within 48 hours of receipt from the customer.

- Maintain at each Authorized Service Location (a) one or more full-time employees who have (in the sole judgment of COMPAQ) passed the COMPAQ Authorization Exam during service training, as provided by COMPAQ, and who are (in the sole judgment of COMPAQ) capable of effectively providing warranty and maintenance service on all COMPAQ products; and (b) adequate floor space and related facilities to provide warranty and maintenance service to purchasers of COMPAQ products.

- Maintain adequate tools and test equipment at each Authorized Service Location to provide warranty service for all COMPAQ products.

- Promptly report to COMPAQ all suspected COMPAQ product defects or safety problems and keep COMPAQ informed of customer complaints.

Copy of COMPAQ 90-Day Limited Warranty

90-DAY LIMITED WARRANTY

COMPAQ

COMPAQ® Computer Corporation ("COMPAQ") warrants the products that it manufactures to be free from defects in materials and workmanship for a period of 90 days from the date of purchase from COMPAQ or an Authorized COMPAQ Computer Dealer. This warranty is limited to the original purchaser ("Purchaser") of the product and is not transferable.

During the 90-day (ninety-day) warranty period, COMPAQ will repair or replace, at its option, any defective products or parts at no additional charge, provided that the product is returned, shipping prepaid, to COMPAQ or an Authorized COMPAQ Computer Dealer. The Purchaser is responsible for insuring any product so returned and assumes the risk of loss during shipping. All replaced parts and products become the property of COMPAQ.

Dated proof-of-purchase must be provided by the Purchaser when requesting that warranty work be performed. The Purchaser may request information on how to obtain warranty service by contacting an Authorized COMPAQ Computer Dealer or writing to COMPAQ Computer Corporation, 20555 FM149, Houston, Texas 77070, for further information.

THIS LIMITED WARRANTY DOES NOT EXTEND TO ANY PRODUCTS WHICH HAVE BEEN DAMAGED AS A RESULT OF ACCIDENT, MISUSE, ABUSE, OR AS A RESULT OF SERVICE OR MODIFICATION BY ANYONE OTHER THAN COMPAQ OR AN AUTHORIZED COMPAQ COMPUTER DEALER.

EXCEPT AS EXPRESSLY SET FORTH ABOVE, NO OTHER WARRANTIES ARE EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, AND COMPAQ EXPRESSLY DISCLAIMS ALL WARRANTIES NOT STATED HEREIN IN THE EVENT THE PRODUCT IS NOT FREE FROM DEFECTS AS WARRANTED ABOVE, THE PURCHASER'S SOLE REMEDY SHALL BE REPAIR OR REPLACEMENT AS PROVIDED ABOVE. UNDER NO CIRCUMSTANCES WILL COMPAQ BE LIABLE TO THE PURCHASER OR ANY USER FOR ANY DAMAGES, INCLUDING ANY INCIDENTAL OR CONSEQUENTIAL DAMAGES, EXPENSES, LOST PROFITS, LOST SAVINGS, OR OTHER DAMAGES ARISING OUT OF THE USE OF OR INABILITY TO USE THE PRODUCT.

SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES FOR CONSUMER PRODUCTS, AND SOME STATES DO NOT ALLOW LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE LIMITATIONS OR EXCLUSIONS MAY NOT APPLY TO YOU.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY ALSO HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE.

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2.4. REPAIR/EXCHANGE PROGRAM

The COMPAQ Repair/Exchange Program is a part-number for part-number exchange program for out-of-warranty COMPAQ parts. This program is designed to provide Authorized COMPAQ Computer Dealers with a more efficient and cost effective method of maintaining the flow and inventory of COMPAQ parts.

To qualify for the Repair/Exchange Program, defective spare parts must be free of damage from misuse, abuse, neglect, accident, disaster, or non-COMPAQ modification.

Upon receipt of the part, COMPAQ:

1. Generates an order for the replacement part. Our goal is to ship the replacement part within 48 hours of receipt of the repairable part (subject to availability).

2. Ships the replacement part via 2nd-Day Air at no additional cost to you.

3. Invoices you for the replacement part at the repair/exchange price.

This is a one-for-one, fast turnaround repair program. COMPAQ must receive the defective part before any replacement part can be shipped to you at the repair/exchange price.

COMPAQ parts covered by the Repair/Exchange Program are listed in Section 5.1., COMPAQ Quality Parts.

2.5. AUTHORIZED DEALER SERVICE KITS

Authorized Dealer Service Kits contain the minimum complement of spare parts, diagnostic software, and documentation that allow service technicians to diagnose service problems in a timely and cost-effective manner.

Authorized Dealer Service Kits are generally available at product announcement and for one year thereafter to initially supply you with low-cost diagnostics for new COMPAQ products.

For further information, refer to Section 3.2., Ordering Kits.

2.6. SERVICE ADVISORIES AND BULLETINS

Service Advisories and Bulletins are published by COMPAQ Computer Corporation to provide you with useful information regarding administrative procedures, pricing, and technical information.

The Service Advisory and Bulletin mailing list is determined by a Service Distribution List provided by each Dealer Headquarters.

Newly Authorized Dealers receive a binder containing all of the current Service Advisories and Bulletins when they attend Service Training.

If the appropriate Service personnel are not receiving copies of the Service Advisories and Bulletins, contact Service Administration at 1-800-231-9977.

Service Advisories

Service Advisories are published to keep you informed of the latest service-related information regarding administrative procedures, pricing, products, Service Programs, special offers, and noncritical technical information.

Service Bulletins

Service Bulletins are published whenever we need to communicate critical service information to our Authorized COMPAQ Computer Dealers regarding troubleshooting procedures, product modifications, and other important technical information.

CHAPTER 3

ADMINISTRATIVE PROCEDURES

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3.2. ORDERING KITS

3.3. RETURNING PARTS
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In-Warranty Part Exchange
Out-of-Warranty Part Exchange
Shipping Procedures

3.4. EXCHANGE TAG
Completing the Exchange Tag
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3.5. EXTENDED SERVICE AGREEMENTS
Policies
Out-of-Warranty System Check-Out Procedures
Reimbursement Criteria
Sample Extended Service Agreement Form
Sample Out of Warranty System Check-Out Form

CHAPTER 3

ADMINISTRATIVE PROCEDURES

3.1. ORDERING SPARES

Standard Orders

You may order spare parts with a written or verbal Purchase Order. To place an order, you need the following information:

- Authorized Dealer ID number
- Billing and shipping addresses
- Purchase order number
- Part number
- Price
- Description
- Method of shipment
  (Unless otherwise specified, spare parts are shipped via UPS or best way.)

Mail written orders to:

COMPAQ Computer Corporation
20555 F.M. 149
Houston, TX 77070
Attn: Service Administration

To place an order by phone, call Service Administration (1-800-231-9977). All phone orders must be confirmed in writing within 5 days.

All orders submitted are subject to acceptance by COMPAQ and availability of the requested parts.

60-Day Advance Orders

When you order spare parts and request a shipment beyond 60 days, a five-percent (5%) discount is automatically applied to the net purchase price of your order. This discount will not apply to any requests to ship prior to 60 days. COMPAQ retains the option to ship any order prior to the requested ship date. If COMPAQ exercises its option to ship a 60-Day Order early, you still receive the 5% discount.

Expedited Orders

Expedited orders may be placed in the same manner as a standard order.

COMPAQ makes every reasonable effort to fill your orders for same day or next day delivery.

Expedited orders for spare parts are shipped using the discounted COMPAQ Airborne or air freight rate plus any additional charges for special handling. These charges will be added to the invoice.

3.2. ORDERING KITS

You may order Authorized Dealer Service Kits from your COMPAQ Sales Representative or directly from COMPAQ Service Administration (1-800-231-9977).

If your company has a central purchasing office, please check with them first.

As part of the authorization process, each Authorized Dealer service location is required to order a Dealer Service Kit for each COMPAQ product carried, or equivalent spare parts. A suggested list of parts appears in Section 4.5., Recommended Stocking Levels.

As new products are introduced, you need to order one Dealer Service Kit per service location before you can carry the new product.

3.3. RETURNING PARTS

Return Material Authorization

Return Material Authorization (RMA) numbers are no longer required to return a part for repair. RMAs are only used for special handling such as:

- A Dealer Support representative may request a part be returned for special testing.
- A part being returned or exchanged under a special program.

In-Warranty Part Exchange

COMPAQ will exchange defective parts that fail during a valid warranty period.

Parts returned under warranty are exchanged on a part-number for part-number basis. Labor credits for warranty service performed are given according to the current Labor Reimbursement Schedule.

Parts returned under the 90-Day Limited Warranty must have dated proof of purchase attached to the completed Exchange Tag.

Parts returned under a Spare Part Warranty must be accompanied by proof of prior service (a Service Invoice, Exchange Tag, or dated receipt showing installation date of the spare part), or the returned part will be considered out of warranty. A letter detailing the discrepancy will be mailed to you. If appropriate, you will have 30 days to correct any errors.

Please refer to Section 2.3., Repair/Exchange Program for further details on the COMPAQ Warranty Program.

Out-of-Warranty Part Exchange

Returned out-of-warranty parts are also exchanged on a part-number for part-number basis under the Repair/ Exchange Program.

Shipping Procedures

When you return spare parts to COMPAQ Computer Corporation, please follow the procedures below. These procedures apply to Authorized Dealer Shelf-Life Warranty, 90-Day Limited Warranty, Extended Service Agreement coverage, and out-of-warranty part returns.

- Defective spare parts must be free of damage from accident, misuse, abuse, non-COMPAQ modification, or as a result of service by other than an Authorized COMPAQ Servicing Center.

- The defective spare part must be returned with a completed Exchange Tag to COMPAQ Computer Corporation within two (2) weeks of the service event. A sample Exchange Tag is located at the end of Section 3.4.

- If more than one part is being returned, a completed Exchange Tag must accompany each part.

- The parts being returned must be properly packaged. You are responsible for return freight to COMPAQ and for risk of any damage or loss in transit.

  To minimize damage, please return parts in their original boxes. These cartons have been specifically designed to minimize the possibility of damage to the part during shipping. Additional COMPAQ shipping boxes can be purchased by calling Service Administration (1-800-231-9977).

NOTE: For out-of-warranty parts, clearly mark "Repair/Exchange" on the boxes that contain out-of-warranty parts. Shipments may contain a mix of in-warranty and out-of-warranty returns, as long as "Repair/Exchange" is written BOLDLY on the outside of boxes.

Send all packaged parts to:

COMPAQ Computer Corporation
Brookhollow Dock #1
9781 West Gulf Bank
Houston, Texas 77040

3.4. EXCHANGE TAG

The Exchange Tag has been designed to provide COMPAQ with the information necessary to document each service event including warranty service, extended service, or parts returned for repair/exchange. In addition, the tag serves as a packing slip for all parts returned to COMPAQ (one tag for each part).

Exchange Tag forms may be ordered by calling COMPAQ Computer Corporation Service Administration (1-800-231-9977). Each package contains 25 Exchange Tags. The part number for this form package is:

105460-001

Completeness and accuracy are extremely important on the Exchange Tag. If you have any doubts about the Exchange Tag, please call Service Administration for assistance; we are there to help you. If an Exchange Tag is received incomplete (with missing components), does not include proof of purchase, or the subassembly is returned incomplete, the exchange is considered an out-of-warranty repair, regardless of the type of service indicated on the tag.

Completing the Exchange Tag

- Warranty/Out-of-Warranty: Check the appropriate box.
- Service Type: Select the type of service that the tag covers. Refer to the list of codes on the reverse side of the tag.

10	90-Day Customer Product Warranty
15	Extended Service Agreement
25	90-Day Spare Part Only Warranty
30	Dealer Stock Shelf Warranty
99	Out-of-Warranty Repair/Exchange

- COMPAQ ID Number: Provide your Authorized COMPAQ Computer Dealer Number.

- Customer Name and Signature: This part of the tag identifies the customer requesting service. This need not be completed for Dealer Stock Shelf Warranty.

- Date: Fill in the date (month/day/year) the unit was repaired.

- Authorized Dealer Name and Phone Number: Fill in the name and phone number of your location as authorized by COMPAQ.

- Authorized Dealer Signature: The signature of the Certified Technician who corrected the service problem.

- Date: The date (month/day/year) service was requested.

- Unit S/N: Indicate the serial number of the unit on which the repair action was performed. Completeness and accuracy in this area are extremely important.

- Unit Sale Date: Fill in the date (month/day/year) the unit was sold to the customer.

- Model: Identify the unit model, as configured, on which service was performed. Example: COMPAQ Portable Dual Drive or COMPAQ DESKPRO 286® Model 2.

- Product Code: Indicate the appropriate product code. Refer to the reverse side of the tag.

  01 COMPAQ Portable
  02 COMPAQ PLUS®
  03 DESKPRO Model 1
  04 DESKPRO Model 2
  05 DESKPRO Model 3
  06 DESKPRO Model 4
  07 DESKPRO Model 5 - DESKPRO with a 30-MB Fixed Disk Drive
  08 286 PORTABLE Model 1
  09 286 PORTABLE Model 2

10 286 PORTABLE Model 3
11 286 DESKPRO Model 1
12 286 DESKPRO Model 2
13 286 DESKPRO Model 3
14 PORTABLE II Model 1
15 PORTABLE II Model 2
16 PORTABLE II Model 3
17 PORTABLE II Model 4
18 DESKPRO Model 3 - with 20-MB Fixed Disk Drive

- COMPAQ Part Number: Indicate the COMPAQ part number of the item being returned for exchange; one item per tag. Refer to Section 5.1., Spare Parts Pricing, for correct part numbers.

- Subassembly Code: Refer to the four-digit number on the bar code label located on all boards and major subassemblies.

- Part Description: Provide a description of the part returned. Example: 10MB Fixed Disk Drive for the COMPAQ PLUS.

- Part Serial Number: Fill in the serial number of the subassembly being returned.

- Diagnostic Error Code: Provide the error code received while performing diagnostics. Example: 1701, 0601, or 0401.

- Problem Code: Indicate the appropriate problem code. Refer to the list of codes on the reverse side of the tag.

10 DOA-System Failed Out of Box
15 Defective Case Plastic
20 Defective Subframe Sheet Metal
25 Keyboard Problem
30 Display/Video Problem
35 External Video Problem
40 Diskette Drive Problem
45 Parallel Printer Port Problem
50 Async/Serial Port Problem
55 Speaker/Audio Problem
60 Fan Not Working
65 No System Power
70 CPU/Memory Problem
88 Other (Describe in Comments)

- Action Code: Indicate the appropriate code. Refer to the list of codes on the reverse side of the tag.

  10 Replaced
  15 Reinstalled
  20 Electrical Adjustment
  25 Mechanical Adjustment
  30 Cleaned
  35 Checked, No Problem Found
  50 Upgrade
  88 Other (Describe in Comments)

- Problem Description: Explain or give a brief description of the problem. Be specific. Descriptions such as "BAD" do not assist us in failure evaluation.

- RMA Number: Provide the Return Material Authorization if one is required or issued. (RMAs are not required for normal part return processing.)

- P.O. Number: If your organization requires purchase order numbers for out-of-warranty exchanges, this field is provided for your convenience.

- COMPAQ Service Agreement Number: Provide the COMPAQ Extended Service Agreement number. If not available, (the older Extended Service Agreement form does not have a number) provide a copy of the Extended Service Agreement form.

- Shipping Instructions: Indicate the return shipping instructions for the exchanged part.

  - Normal: Air, second day
  - Expedite: Overnight

- Dealer Comments: Describe any unusual situations regarding the service event; e.g., problems in diagnostics, multiple failures.

COMPAQ Service Data Base

COMPAQ Service Data Base is a software package that helps you:

- Complete the Exchange Tags for returning COMPAQ Quality Parts.
- Manage in- and out-of-warranty returns.
- Generate reports on warranty claims.
- Store Exchange Tag information by date, tag number or P.O. number.
- Store Extended Service Agreement information.
- Track the COMPAQ service activity monthly.
- Track the quantity of COMPAQ Quality Parts used.

The COMPAQ Service Data Base is a complimentary service to Authorized COMPAQ Dealers and Service Centers.

The part number for this software package is 105677-001.

For more information regarding this service, contact Service Administration (1-800-231-9977).

Sample Exchange Tag

EXCHANGE TAG COMPAQ®

B-

WARRANTY ☒ OUT OF WARRANTY ☐ SERVICE TYPE 10 SEQ. NO. _____ COMPAQ® I.D. NO. 9991

CUSTOMER NAME Susan Driskill PHONE 713 904-3270

CUSTOMER SIGNATURE Susan Driskill DATE 3-20-86

DEALER NAME PAGANINI Computer Shop PHONE 713 496-5443

DEALER SIGNATURE Michael O'Brien DATE 3-15-86

UNIT S/N 3612032B0319 UNIT SALE DATE 2-14-86

MODEL COMPAQ Portable 286 PRODUCT CODE 019

COMPAQ PART NO. 102281-001 SUBASSEMBLY CODE 161012

PART DESCRIPTION (ONE PART PER TAG) Power Supply

PART SERIAL NUMBER G448A09861

DIAGNOSTIC ERROR CODE _____ PROBLEM CODE 65 ACTION CODE 10

PROBLEM DESCRIPTION No system power, no fan

RMA NO. _____ P.O. NUMBER _____

COMPAQ SERVICE AGREEMENT NO. _____ SHIPPING INSTRUCTIONS: NORMAL ☒ EXPEDITE ☐

DEALER COMMENTS _____

RETURN PARTS TO COMPAQ SERVICE DEPT., COMPAQ COMPUTER CORPORATION, BROOKHOLLOW DOCK NO. 1, 9781 WEST GULF BANK, HOUSTON, TEXAS 77040.

REMEMBER TO ASK FOR COMPAQ QUALITY PARTS

CCC-255 105460-001

3.5. EXTENDED SERVICE AGREEMENTS

Extended Service Agreements may be an additional source of revenue for you. During the term of coverage, COMPAQ will exchange defective parts and reimburse you for the labor according to the Terms and Conditions printed at the end of this Section.

When you sell a COMPAQ Extended Service Agreement, complete the Extended Service Agreement form as described in this section and mail it to COMPAQ. We will invoice you at the current Authorized Dealer price.

Mailing address: COMPAQ Computer Corporation
P.O. Box 692000
Houston, TX 77269
Attn: ESA Department

Your customer then recieves a Service Authorization Card. Either this card or a copy of the Extended Service Agreement provides confirmation of coverage.

The Extended Service Agreement forms may be ordered by calling Service Administration (1-800-231-9977). Each package contains 10 Extended Service Agreement forms. The part number for this form is:

100574-002

Policies

The Extended Service Agreement may be purchased from an Authorized Dealer if the product is presently under any type of COMPAQ Computer Corporation warranty or service coverage, such as the 90-Day Limited Warranty or an existing Extended Service Agreement. Any new coverage begins the day existing coverage expires. The Extended Service Agreement is nontransferable.

All Authorized COMPAQ Computer Dealers, with the exception of Sears Business Systems Centers, are required to perform service on systems covered by COMPAQ Extended Service Agreements, regardless of the place of purchase of the system or the Service Agreement.

Upgrades cannot be covered independently. The Extended Service Agreement may be amended to include upgrades after the initial purchase of an Extended Service Agreement for the COMPAQ system. The amendment covers the upgrade for the remaining period of coverage at a prorated price.

Out-of-Warranty System Check-Out

Out-of-warranty systems or systems with expired Service Agreements may be placed under an Extended Service Agreement by an Authorized COMPAQ Computer Dealer after performing the required Check-Out Procedures and completing the Out-of-Warranty Check-Out Form. A sample Out-of-Warranty System Check-Out form is located at the end of this Section.

Out-of-Warranty System Check-Out forms may be ordered by calling Service Administration (1-800-231-9977). Each package contains 10 Check-Out forms. The part number for this form is:

105461-002

Only COMPAQ Quality Parts are covered. Non-COMPAQ boards or peripherals are not covered on the Extended Service Agreement, but the manufacturer and description of the non-COMPAQ products must be noted on the application form.

MS-DOS and other software are not covered.

Please refer to the Service Guidelines for Inspecting and Testing Out-of-Warranty COMPAQ Product for Coverage under the COMPAQ Extended Service Agreement at the end of this Section. Any system or product not meeting these requirements cannot be placed under an Extended Service Agreement until exchanges and repairs are made to bring the system up to these standards.

Procedures

- Use only one (1) Extended Service Agreement form per COMPAQ system.
- Contract Term: Mark appropriate box.
- Effective Date: Coverage begins on the day the existing coverage (such as a 90-Day Limited Warranty or previous Extended Service Agreement) expires.
- COMPAQ Product Description: Describe system unit, as listed in the Price List in Section 5.1. Keyboards are considered part of the system, but COMPAQ DESKPRO and COMPAQ DESKPRO 286 monitors are considered upgrades.
- Upgrades: Upgrade coverage (when purchased at the same time) must be listed separately.
- Amendments: Upgrades purchased after the initial purchase of a system Service Agreement must be documented on a separate Extended Service Agreement form with the Amendment box checked and the original system Service Agreement Number filled in.
- Model Number: Refer to Section 5.2., Extended Service Agreements, for a list of valid models.
- Serial Number: List the system unit or upgrade serial number. Serial numbers for other parts (expansion boards, etc.) need not be listed.
- Price: Fill in customer's price, not the Authorized Dealer's price.
- Non-COMPAQ Products: Be sure to fill in manufacturer and description of non-COMPAQ products installed in the system unit.

Authorized Dealers may charge their customers for the Check-Out Procedure at the dealer's option.

Reimbursement Criteria

Service performed on systems covered by an Extended Service Agreement is reimbursed by COMPAQ Computer Corporation. Labor credits are reimbursed in accordance with the Warranty Labor Allowance Schedule. Material replacement is handled in accordance with Warranty Parts Exchange policies and procedures.

To be reimbursed for covered repairs, you need to follow established return procedures:

- Ensure that the product is currently under the Extended Service Agreement by verifying the agreement expiration date on the customer's Service Authorization Card or a copy of the Extended Service Agreement form. If any doubts arise regarding the coverage, contact Service Administration for validation (1-800-231-9977).

- The repair work must be done by, or under the supervision of, a technician who has completed the COMPAQ Computer Service Training Program.

- A completed Authorized Dealer Exchange Tag must be returned to COMPAQ Computer Corporation within two (2) weeks of the service event. If parts were replaced as part of the service event, the Exchange Tag must be returned with the package containing the parts.

  The Exchange Tag must be approved and signed by an Authorized Dealer technician who has completed the COMPAQ Computer Service Training Program.

- Defective spare parts must be free of damage from accident, misuse, abuse, non-COMPAQ modification, or service done by anyone other than COMPAQ or an Authorized COMPAQ Computer Dealer.

All products covered, as well as pricing, are listed in Section 5.2., Extended Service Agreements.

A sample Extended Service Agreement form is on the following page.

Sample Extended Service Agreement Form

EXTENDED SERVICE AGREEMENT

COMPAQ®

SERVICE AGREEMENT C-

☒ NEW
☐ RENEWAL - REPLACES AGREEMENT NO. C _____
☐ AMENDMENT TO AGREEMENT NO. C _____

CONTRACT TERM: ☐ 9 MONTHS ☒ 12 MONTHS ☐ 24 MONTHS ☐ 36 MONTHS ☐ AMENDMENT ___ MONTHS (Please Indicate Number of Months For Upgrade.)

EFFECTIVE DATE: 11 / 1 / 85
EXPIRATION DATE: 10 / 31 / 86

LOCATION OF SYSTEM:

NAME John Brown TITLE: Comptroller

ORGANIZATION AAA Realty, Inc. SELF-EMPLOYED? ☐ YES ☒ NO

ADDRESS ☐ Home ☒ Office 123 5th Street

CITY New York STATE NY ZIP 10001

PLEASE COMPLETE THIS FORM AS INDICATED BELOW

COMPAQ® PRODUCT DESCRIPTION	MODEL NUMBER	SERIAL NUMBER	PURCHASE DATE	CONTRACT PRICE
COMPAQ Portable	single	1503010412	9-7-84	$143.00
128 memory upgrade	—	—	9-7-84	n/c
		SUBTOTAL		$143.00
		SALES TAX (if applicable)		$ 11.00
		TOTAL		$154.00

PLEASE LIST BELOW ALL NON-COMPAQ PRODUCTS INSTALLED IN THE COMPAQ PRODUCT INDICATED ABOVE NON-COMPAQ PRODUCTS WILL NOT BE COVERED BY THIS EXTENDED SERVICE AGREEMENT.

MANUFACTURER	PRODUCT DESCRIPTION
TSA	12-pack w/384 RAM
HARRY'S	B1200 modem

I HAVE READ THIS AGREEMENT AND AGREE TO ABIDE BY THE TERMS AND CONDITIONS ON THE REVERSE SIDE OF THIS DOCUMENT.

CUSTOMER NAME: John Brown (PLEASE PRINT) SIGNATURE: John Brown DATE 11/1/86

AUTHORIZED COMPAQ COMPUTER DEALER

DEALER NAME Cumming's Computer Shop DEALER I.D. NO. 9999

ADDRESS 1 Ram Drive DEALER P.O. NO. A-42398

CITY Garden State STATE NJ ZIP 07770

Joe Q Cumming DATE 11/1/86
AUTHORIZED DEALER SIGNATURE

Joe Q. Cumming Service Manager
PLEASE PRINT NAME HERE TITLE

PLEASE ATTACH COMPAQ "OUT-OF-WARRANTY SYSTEM CHECKOUT FORM" IF THE COMPAQ PRODUCT DESCRIBED ABOVE IS NOT CURRENTLY COVERED BY THE COMPAQ 90-DAY WARRANTY OR AN EXISTING EXTENDED SERVICE AGREEMENT.

CCC-119-100674-001 REV B

ASK FOR COMPAQ QUALITY PARTS

COMPAQ EXTENDED SERVICE AGREEMENT

1. Definitions:

The term "COMPAQ Product," as used in this Agreement, shall mean items described in the "Price List" published by COMPAQ.

The term "Customer," as used in this Agreement, shall mean the individual or entity that signs the reverse side of this Agreement as the Customer acknowledging that this Agreement has been read and agreeing to abide by all the terms and conditions herein.

The term "Authorized COMPAQ Computer Dealer," as used in this Agreement, shall mean any Dealer identified by COMPAQ as an Authorized COMPAQ Computer Dealer, with the exception of Sears Business Systems. Sears Business Systems does not participate in the COMPAQ Extended Service Program. For the identification of an Authorized COMPAQ Computer Dealer, please call the COMPAQ Dealer Locator Service at 1-800-231-0900.

2. Parties:

This Agreement is between COMPAQ Computer Corporation, 20555 FM149, Houston, Texas 77070 and Customer.

3. Effective Date and Term:

The Effective Date of this Agreement shall be the date indicated as the effective date on the reverse side of this Agreement. The term of this Agreement shall be for the period of time indicated on the reverse hereof. The expiration date will be indicated on the extended coverage card.

4. Requirements for Acceptance by COMPAQ:

The COMPAQ Extended Service Agreement must be purchased:

1. while the COMPAQ Product is under a COMPAQ Warranty; or

2. while the COMPAQ Product is covered under a COMPAQ Extended Service Agreement; or

3. after the COMPAQ Products have been inspected, tested, and made to meet or exceed all COMPAQ requirements set forth in the service guidelines by an Authorized COMPAQ Computer Dealer, at Customer's expense. An Authorized COMPAQ Computer Dealer must certify that COMPAQ Products to be covered under this Agreement meet or exceed all COMPAQ requirements prior to coverage hereunder.

5. Services to be Performed by COMPAQ:

During the term of this Agreement, COMPAQ shall repair or replace any defective COMPAQ part(s) from the COMPAQ Products listed on the reverse side of this Agreement. Charges for labor and parts required to service such COMPAQ Products shall be paid by COMPAQ.

Services provided do not include the cost of maintenance, including but not limited to equipment checking, cleaning, adjusting and lubrication, operating supplies or other goods normally deemed expendables, such as paper, ribbons, batteries, or light bulbs.

COMPAQ SHALL NOT PAY THE COST OF LABOR OR MATERIALS FOR REPAIRS TO THE EQUIPMENT NECESSITATED BY NON-COMPAQ TESTED PARTS, WILLFUL ACTS OF DESTRUCTION, NEGLECT, ACCIDENTS, LIGHTNING, STRIKES, FIRES, OTHER CATASTROPHIES, OR CAUSES EXTERNAL TO THE EQUIPMENT.

6. Duties of Customer:

Customer shall be responsible for:

1. the payment of all transportation costs and risks of loss or damage to any COMPAQ Products while in transit to or from an Authorized COMPAQ Computer Dealer.

2. the delivery to an Authorized COMPAQ Computer Dealer of all COMPAQ Products to be serviced hereunder during Authorized Dealer's regular business hours.

3. making the Extended Coverage Card available to the Authorized COMPAQ Computer Dealer.

7. Responsibilities of Authorized COMPAQ Computer Dealers:

The Dealer is responsible for maintaining qualified COMPAQ trained personnel, equipment, and service parts to perform service on all COMPAQ Products. All Authorized COMPAQ Computer Dealers with the exception of Sears Business Systems will verify coverage and perform service hereunder, regardless of the place of purchase of the COMPAQ Extended Service Agreement or the COMPAQ Products listed hereon.

8. Consequential Damages:

COMPAQ shall not be liable to any other party for consequential damages, including, but not limited to lost profits arising from default in the performance of its obligations under this Agreement.

9. Taxes:

Customer shall be responsible for the payment of all taxes in connection with this Agreement, except for any tax based on the net income of COMPAQ or Authorized Dealer.

10. Assignment:

This Agreement applies only to the customer identified hereon and may not be assigned or transferred. Any assignment or transfer shall immediately make the Agreement null and void.

11. Applicable Law:

This Agreement shall be governed by the laws of the State of Texas.

12. Notices:

Any Notices or other communication hereunder shall be in writing, if to COMPAQ, Contracts Department, 20555 FM149, Houston, Texas 77070; if to Customer, the address indicated on the reverse side of this Agreement.

13. Waiver:

No term or provision hereof shall be deemed waived and no breach excused unless such waiver or consent is in writing and signed by the party waiving or excusing said breach.

14. General:

It is understood and agreed by Customer that COMPAQ is not an insurer, that any fee charged or payment made hereunder is based solely on the value of expected service as described herein and that COMPAQ assumes no liability whatsoever for the failure of the equipment to perform the service for which it is intended or for any losses of whatever nature which may result from any malfunction or alleged malfunction of the equipment.

Sample Out-of-Warranty System Check-Out Form

OUT OF WARRANTY SYSTEM CHECK-OUT

COMPAQ®

DATE 11/1/85

CUSTOMER NAME John Brown TITLE: Comptroller

ORGANIZATION AAA Realty SELF-EMPLOYED? ☐ YES ☒ NO

ADDRESS ☐ Home ☒ Office 123 5th Street

CITY New York STATE NY ZIP 10001

COMPAQ SYSTEM DESCRIPTION

COMPAQ Portable (PRODUCT) 9-7-84 (PURCHASE DATE)

single (MODEL) 1503010412 (SERIAL NO)

CONFIGURATION: (Please List All Boards, Including Non-COMPAQ Products)

256K system Ram
TSA 12-pack w/384K Ram
Harry's B1200 modem
remainder is standard COMPAQ configuration

AUTHORIZED COMPAQ COMPUTER DEALER

I CERTIFY THAT I HAVE PERFORMED ALL THE DIAGNOSTICS AND REPAIRS NECESSARY TO ENSURE THAT THE ABOVE-MENTIONED COMPAQ PRODUCTS MEET OR EXCEED ALL COMPAQ REQUIREMENTS AS STATED ON THE REVERSE SIDE OF THIS DOCUMENT.

DEALER NAME Cumming's Computer Shop DEALER I.D. NO. 9999

ADDRESS 1 Ram Drive

CITY Garden State STATE NJ ZIP 07770

AUTHORIZED DEALER P.O. NO. A-42398

SERVICE AGREEMENT NO. C-- _____ (From Attached Service Agreement)

ATTACH A COPY OF YOUR SERVICE INVOICE AND THIS FORM TO THE COMPAQ SERVICE AGREEMENT AND MAIL WITH YOUR PURCHASE ORDER TO COMPAQ SERVICE ADMINISTRATION, 20555 FM 149, HOUSTON, TEXAS 77070.

Joe Q. Cumming (AUTHORIZED SERVICE TECHNICIAN SIGNATURE) DATE 11/1/85

Joe Q. Cumming (PLEASE TYPE NAME HERE) Service Manager (TITLE)

CCC-256 108461-001

SERVICE GUIDELINES FOR INSPECTING AND TESTING OUT OF WARRANTY COMPAQ PRODUCTS FOR COVERAGE UNDER THE COMPAQ EXTENDED SERVICE AGREEMENT

Prior to eligibility for coverage under a COMPAQ Extended Service Agreement, an Authorized COMPAQ Computer Dealer shall complete each of the following procedures and certify that all products to be covered under a COMPAQ Extended Service Agreement meet or exceed all the following requirements.

1. Inspect the COMPAQ Product for evidence of dents, cracked or broken cases, broken or damaged CRT, misaligned chassis, missing parts, or any other evidence of abuse or misuse. Any sign of such damage, abuse or misuse disqualifies the COMPAQ Product from eligibility for COMPAQ Extended Service unless all such parts are replaced with COMPAQ Quality Parts.

2. Inspect for any boards, subassemblies, or storage devices which are not COMPAQ Quality Parts or listed in the COMPAQ Authorized Dealer Bulletin/Tested Software and Hardware as revised from time to time by COMPAQ. The presence of any such items disqualifies the COMPAQ Product from eligibility for COMPAQ Extended Service unless all such parts are replaced with COMPAQ Quality Parts or parts listed as tested by COMPAQ.

3. Inspect all boards, subassemblies, and storage devices for soldering or any type of non-COMPAQ board level repair or modification. Evidence of any such non-COMPAQ repair or modification disqualifies the COMPAQ Product from eligibility for COMPAQ Extended Service unless all affected parts are replaced with COMPAQ Quality Parts.

4. Run the latest version of COMPAQ Advanced Diagnostics on all components and subassemblies in the COMPAQ Product for no less than five (5) consecutive passes without indication of failure. All failures must be repaired in accordance with COMPAQ Service procedures as revised by COMPAQ from time to time, so that the machine will pass five (5) consecutive passes.

CHAPTER 4

PART NUMBER LISTING

4.1. ALPHABETIC SPARE PARTS COMPATIBILITY LIST

4.2. NUMERIC SPARE PARTS COMPATIBILITY LIST

4.3. PART NUMBER CROSS REFERENCE CHART

4.4. AUTHORIZED DEALER SERVICE KIT CONTENTS

4.5. RECOMMENDED STOCKING LEVELS

4.1. ALPHABETIC SPARE PARTS COMPATIBILITY LIST

PART NUMBER	PART DESCRIPTION	COMPAQ® PORTABLE	COMPAQ PORTABLE 286®	COMPAQ PORTABLE II™	COMPAQ DESKPRO®	COMPAQ DESKPRO 286®
100228-001	AC LINE FUSE 2 AMP (QTY=1)	•			•	
100229-002	AC LINE FUSE 3 AMP (QTY=1)	•		•	•	
100374-001	AC POWER CORD (DOMESTIC)	•	•			
101155-001	AC POWER CORD (DOMESTIC)			•	•	•
101098-001	ACCESS PANEL	•	•			
102971-001	ADVANCED DIAGNOSTIC DISKETTE, VER. 3.xx	•	•	•	•	•
101440-001	ASYNC COMM/CLOCK BOARD	•			•	
101095-001	ASYNC/SERIAL BOARD	•				
104234-001	AUTHORIZED DEALER SERVICE KIT, COMPAQ PORTABLE II			•		
104273-001	AUTOMATIC POWER SWITCHING BOARD			•		
100532-002	BASIC VER. 2 REFERENCE GUIDE GREY	•			•	
105345-001	BASIC VER. 3 REFERENCE GUIDE		•	•		•
101099-001	BEZEL	•				
101763-001	BEZEL		•			
101065-001	BEZEL, OLD CHASSIS DESIGN				•	
104050-002	BLANK DRIVE PANEL, 1/3H			•		
100429-001	BLANK I/O ACCESS PLATE	•	•	•		
101144-001	BLANK I/O ACCESS PLATE				•	•
104197-001	BOTTOM CHASSIS FOOT			•		
100105-001	BRIGHTNESS KNOB	•	•		•	•
100491-001	BRIGHTNESS POT MOUNTING		•			
100512-001	CABLE KIT	•				
102934-001	CABLE KIT (3 CABLES)					•
104191-001	CABLE KIT (5 CABLES)			•		
102933-001	CABLE KIT (6 CABLES)		•			
100438-001	CARD CAGE ACCESS PLATE	•				
101029-003	CARD CAGE ACCESS PLATE		•			
104145-001	CARD CAGE COVER			•		
101191-001	CARD GUIDE/SPEAKER BRACKET				•	
104259-001	CARRYING CASE			•		
100490-001	CARRYING CASE (NYLON)	•	•			
100492-001	CHASSIS			•		
101750-001	CHASSIS		•			
102543-001	CHASSIS					•
104081-001	CHASSIS			•		
104051-001	CHASSIS COVER			•		
101432-001	COMPAQ DESKPRO OPERATIONS GUIDE				•	
100267-001	CONTRAST ADJUST POT W/O KNOB				•	
104198-001	CPU FRONT BEZEL			•		
100686-001	CRT ALIGNMENT TEMPLATE	•	•	•		
101297-001	DESK-SAVER				•	•
104184-001	DISKETTE DRIVE 360-KB, 1/3H			•		
101017-001	DISKETTE DRIVE ASSEMBLY, FLIP LATCH (F/H)	•				
101421-001	DISKETTE DRIVE ASSEMBLY, LATCHING LEVER (H/H)	•				
100048-002	DISKETTE DRIVE CABLE (1-DRIVE)	•				
100048-004	DISKETTE DRIVE CABLE (2-DRIVE)	•				
100048-003	DISKETTE DRIVE CONTROLLER CABLE		•			•
104008-001	DISKETTE DRIVE CONTROLLER CABLE			•		
101380-002	DISKETTE DRIVE SIGNAL CABLE				•	
102775-001	DISKETTE DRIVE W/RAILS, 1.2-MB		•			•
102928-001	DISKETTE DRIVE W/RAILS, 360-KB		•			•
101341-001	DISKETTE/PRINTER BOARD, LOW PROFILE	•			•	
100330-001	DRIVE ACCESS PLATE	•				
101747-001	DRIVE ACCESS PLATE		•			
104078-001	DRIVE ACCESS PLATE			•		
104059-001	DRIVE BEZEL			•		
101129-001	DRIVE BEZEL SPACER				•	
100430-001	DRIVE GROUND STRAP	•	•			
104330-001	DRIVE SUPPORT ENCLOSURE			•		
101299-001	DUAL DISKETTE DRIVE ENCLOSURE		•			
100444-001	ENCLOSED/SHIELD FOR DISKETTE DRIVE (F/H)	•				
101031-001	ENCLOSED/SHIELD FOR DISKETTE DRIVE (H/H)	•				
105460-002	EXCHANGE TAGS (QTY=25)	•	•	•	•	•
100574-002	EXTENDED SERVICE AGREEMENT FORM (QTY=10)	•	•	•	•	•
101796-001	FAN W/BRACKET, DC		•			
104178-001	FAN, DC			•		
102845-001	FAN, NEW CHASSIS DESIGN (DOMESTIC)	•				
100482-001	FAN, OLD CHASSIS DESIGN (DOMESTIC)	•				
101672-001	FIXED DISK CONTROLLER BOARD, UNIV				•	
101438-001	FIXED DISK DRIVE BACK-UP ASSY, 10-MB				•	•

PART NUMBER	PART DESCRIPTION	COMPAQ PORTABLE	COMPAQ PORTABLE 286	COMPAQ PORTABLE II	COMPAQ DESKPRO	COMPAQ DESKPRO 286
102779-001	FIXED DISK DRIVE BACK-UP, 10-MB RUGGED		•			
104272-001	FIXED DISK DRIVE BEZEL			•		
100641-001	FIXED DISK DRIVE CABLES (SET)	•	•			
100844-001	FIXED DISK DRIVE CONTROLLER BOARD	•				
102778-001	FIXED DISK DRIVE CONTROLLER BOARD		•			•
104093-001	FIXED DISK DRIVE CONTROLLER CABLE			•		
100625-004	FIXED DISK DRIVE CONTROLLER CABLE, 20 pos.				•	
101554-001	FIXED DISK DRIVE CONTROLLER CABLE, DUAL 34 pos.				•	
100625-003	FIXED DISK DRIVE CONTROLLER CABLE, SINGLE 34 pos.				•	
100641-002	FIXED DISK DRIVE CONTROLLER CABLES (SET)				•	•
102841-001	FIXED DISK DRIVE CONTROLLER ROM (QTY=1)	•			•	
104417-001	FIXED DISK DRIVE UPGRADE KIT, 20-MB			•		
101437-001	FIXED DISK DRIVE W/RAILS, 10-MB				•	
102777-001	FIXED DISK DRIVE W/RAILS, 20-MB				•	•
101664-001	FIXED DISK DRIVE W/RAILS, 30-MB				•	•
102932-001	FIXED DISK DRIVE W/RAILS, 70-MB					•
100643-001	FIXED DISK DRIVE, 10-MB	•				
102706-001	FIXED DISK DRIVE, 20-MB		•			
102930-001	FUSE KIT, ALL PRODUCTS (QTY=30)	•	•	•	•	•
101497-001	FUSE, 2.5 AMP				•	
100025-001	HANDLE KIT	•	•	•		
104067-001	HANDLE UNDERLAY			•		
100436-002	HIGH VOLTAGE MONITOR COVER	•	•			
104052-001	HIGH VOLTAGE MONITOR COVER			•		
102560-001	HOOD, NEW CHASSIS DESIGN				•	•
101070-001	HOOD, OLD CHASSIS DESIGN				•	
102841-001	INSULATION PAPER (QTY = 5)		•			
104183-001	INTEGRATED FIXED DISK DRIVE, 10-MB			•		
102776-001	KEYBOARD ASSEMBLY					•
104179-001	KEYBOARD ASSEMBLY			•		
100467-001	KEYBOARD ASSEMBLY (DOMESTIC)	•				
101397-001	KEYBOARD ASSEMBLY (DOMESTIC)				•	
101790-001	KEYBOARD ASSEMBLY (DOMESTIC)		•			
104178-001	KEYBOARD ASSEMBLY (DOMESTIC)			•		
101101-001	KEYBOARD CASE/SHELL	•				
102845-001	KEYBOARD CONNECTOR				•	•
100375-001	KEYBOARD FEET (RUBBER)	•	•		•	•
101737-001	KEYBOARD PLASTICS		•			
102700-001	KEYBOARD PLASTICS					•
104084-001	KEYBOARD PLASTICS			•		
104316-001	KEYBOARD TEMPLATE (QTY=25)			•		
106225-001	KIT, BEZEL W/SECURITY LOCK					•
106224-001	KIT, BEZEL, NEW CHASSIS DESIGN				•	
105677-001	KIT, SERVICE DATABASE DISKETTE, VER. 1.0	•	•	•	•	•
105035-001	LATEST REV ROM (QTY=2)		•	•		•
101260-001	LITHIUM BATTERY				•	
102928-001	LITHIUM BATTERY		•			•
102708-001	LOGO SET		•			
104182-001	LOGO SET			•		
101100-001	LOGO SET	•				
102780-001	LOGO SET					•
101741-001	MASS STORAGE POWER CABLE		•			
104092-001	MASS STORAGE POWER CABLE, FIXED			•		
104006-001	MASS STORAGE POWER CABLE, FLOPPY			•		
101618-001	MATH COPROCESSOR 8087-2				•	
105061-001	MEMORY ADDRESS DECODER PROM, 256/640-KB		•			
105417-001	MEMORY ADDRESS DECODER PROM, 448-KB	•				
105062-001	MEMORY ADDRESS DECODER PROM, 512/640-KB		•			
105416-001	MEMORY ADDRESS DECODER PROM, 640-KB	•				
105033-001	MEMORY EXPANSION BOARD, 512-KB		•			•
104088-001	MEMORY EXPANSION COVER			•		
102709-001	MISCELLANEOUS HARDWARE KIT	•	•		•	•
104270-001	MISCELLANEOUS HARDWARE KIT			•		
101143-001	MODE INDICATOR LED				•	
104182-001	MONITOR ASSEMBLY			•		
105034-001	MONITOR ASSEMBLY	•	•			
101808-001	MONITOR FEET (CORK)				•	•
100442-001	MONITOR FLOOR	•	•			
101742-001	MONITOR POWER CABLE		•			
102711-001	MONITOR POWER CONNECTOR PLUG				•	
101439-002	MONOCHROME MONITOR (AMBER)				•	•
101438-001	MONOCHROME MONITOR (GREEN)				•	•
105624-001	MS-DOS UPGRADE VER. 2.x - VER. 3.x	•	•	•	•	•
105350-001	MS-DOS VER. 3 REFERENCE GUIDE	•	•	•	•	•
100631-002	MS-DOS VER.2 REFERENCE GUIDE GREY	•			•	
105614-001	MS-DOS/BASIC UPGRADE VER. 3.0 - 3.x	•	•	•	•	•
101386-001	MS-DOS/BASIC VER. 2.xx DISKETTE	•			•	

PART NUMBER	PART DESCRIPTION	COMPAQ PORTABLE	COMPAQ PORTABLE 286	COMPAQ PORTABLE II	COMPAQ DESKPRO	COMPAQ DESKPRO 286
105415-001	MS-DOS/BASIC VER. 3.xx DISKETTES	•	•	•	•	•
102705-001	MULTIPURPOSE CONTROLLER BOARD		•	•		•
104174-001	MULTIPURPOSE FIXED DISK DRIVE CONTROLLER BOARD			•		
101770-001	OPERATIONS GUIDE		•			
102551-001	OPERATIONS GUIDE					•
104212-001	OPERATIONS GUIDE			•		
100001-001	OPERATIONS GUIDE, COMPAQ	•				
100633-001	OPERATIONS GUIDE, COMPAQ PLUS	•				
105461-002	OUT OF WARRANTY FORM (QTY=10)	•	•	•	•	•
100030-001	PCB RETAINER	•				•
100030-002	PCB RETAINER		•			
100035-001	PCB STANDOFF	•				
101145-001	PCB STANDOFF					•
102615-001	PCB STANDOFF		•			
100260-002	POWER CABLE HARNESS ASSY	•				
101342-001	POWER SUPPLY (DOMESTIC)				•	
100475-001	POWER SUPPLY (DOMESTIC)	•				
102927-001	POWER SUPPLY (DOMESTIC)					•
104180-001	POWER SUPPLY (DOMESTIC)			•		
102818-001	POWER SUPPLY (DOMSESTIC)		•			
104055-001	POWER SUPPLY BASE			•		
104160-001	POWER SUPPLY INSULATOR PAPER			•		
100041-001	POWER SWITCH/FILTER ASSY	•				
101798-001	POWER SWITCH/FILTER ASSY	•	•			
105191-001	PROCESSOR BOARD 128-KB, NEW CHASSIS DESIGN				•	
101339-001	PROCESSOR BOARD 128-KB, OLD CHASSIS DESIGN				•	
100439-001	PROCESSOR BOARD CONNECTOR ACCESS PLATE	•	•			
100478-001	PROCESSOR BOARD W/BRACKET	•				
101795-001	PROCESSOR BOARD, 128-KB		•			
104175-001	PROCESSOR BOARD, 128-KB			•		
105151-001	RAM CHIP, 256K x 1 (QTY=1)	•	•	•	•	•
105152-001	RAM CHIP, 64K x 1 (QTY=1)	•	•	•	•	•
102846-001	REUSABLE TY-WRAPS (QTY=100)	•	•		•	•
105032-001	SECURITY LOCK ASSEMBLY (W/KEYS)		•			
105036-001	SECURITY LOCK ASSEMBLY (W/KEYS)					•
101767-001	SECURITY LOCK BEZEL		•			
102767-001	SECURITY LOCK SWITCH		•			•
102975-001	SERVICE GUIDE		•			
102976-001	SERVICE GUIDE				•	•
102977-001	SERVICE GUIDE W/DIAG & TEST CABLES		•			
102978-001	SERVICE GUIDE W/DIAG & TEST CABLES				•	•
104254-001	SERVICE GUIDE W/DIAG & TOOLS			•		
100287-004	SHOCK MOUNT	•				
100031-001	SLIDING ACCESS DOOR	•	•			
101088-001	SOCKET/TORX TOOL KIT	•	•	•		
101062-001	SPEAKER ASSEMBLY				•	
100493-001	SPEAKER ASSEMBLY	•	•			•
104142-001	SPEAKER MOUNT			•		
104185-001	SPEAKER/POT ASSEMBLY			•		
102774-001	SYSTEM BOARD (NO MEMORY)					•
104328-001	SYSTEM BOARD COVER/CABLE TRAY			•		
104159-001	SYSTEM BOARD INSULATOR PAPER			•		
101307-001	SYSTEM FEET (RUBBER)				•	
102710-001	SYSTEM MEMORY BOARD, 128-KB					•
104176-001	SYSTEM MEMORY BOARD, 512/1536-KB			•		
101746-001	SYSTEM POWER CABLE		•			
100698-001	SYSTEM ROM (QTY=1)	•			•	
105155-001	T 10 TORX	•	•		•	•
105156-001	T 15 TORX				•	•
101488-001	TAPE CARTRIDGE (QTY=1)		•		•	•
102788-001	TECHNICAL REFERENCE GUIDE, 80286-BASED PRODUCTS		•			•
100767-001	TEST CABLES & TEST PLUGS			•		
100767-002	TEST CABLES & TEST PLUGS	•	•			•
101441-001	TILT AND SWIVEL MONITOR STAND				•	•
101187-001	UNIVERSAL DRIVE POWER CABLE				•	•
101097-001	UPPER/LOWER CASE MATCHED SET	•	•			
101392-001	USER PROGRAMS DISKETTE				•	
104214-001	USER PROGRAMS DISKETTE			•		
102553-001	USER PROGRAMS DISKETTE, VER. 3					•
100437-001	VACANT DRIVE COVER	•				
101732-001	VACANT DRIVE COVER (H/H)		•			
101135-002	VACANT DRIVE COVER (LOWER)				•	•
101135-001	VACANT DRIVE COVER (UPPER)				•	•
101340-001	VDU ADAPTER BOARD, LOW PROFILE	•	•	•	•	•
100047-001	VDU SIGNAL CABLE	•	•			
104007-001	VDU SIGNAL CABLE			•		
100077-001	VDU/FOOT DETENT	•	•			

4.2. NUMERIC SPARE PARTS COMPATIBILITY LIST

PART NUMBER	PART DESCRIPTION	COMPAQ® PORTABLE	COMPAQ PORTABLE 286®	COMPAQ PORTABLE II™	COMPAQ DESKPRO®	COMPAQ DESKPRO 286®
100001-001	OPERATIONS GUIDE, COMPAQ	•				
100025-001	HANDLE KIT	•	•	•		
100030-001	PCB RETAINER	•				•
100030-002	PCB RETAINER		•			
100031-001	SLIDING ACCESS DOOR	•	•			
100035-001	PCB STANDOFF	•				
100041-001	POWER SWITCH/FILTER ASSY	•				
100047-001	VDU SIGNAL CABLE	•	•			
100048-002	DISKETTE DRIVE CABLE (1-DRIVE)	•				
100048-003	DISKETTE DRIVE CONTROLLER CABLE		•			•
100048-004	DISKETTE DRIVE CABLE (2-DRIVE)	•				
100077-001	VDU/FOOT DETENT	•	•			
100105-001	BRIGHTNESS KNOB	•	•		•	•
100228-001	AC LINE FUSE 2 AMP (QTY=1)	•			•	
100228-002	AC LINE FUSE 3 AMP (QTY=1)	•		•	•	
100260-002	POWER CABLE HARNESS ASSY	•				
100267-001	CONTRAST ADJUST POT W/O KNOB				•	
100287-004	SHOCK MOUNT	•				
100330-001	DRIVE ACCESS PLATE	•				
100374-001	AC POWER CORD (DOMESTIC)	•	•			
100375-001	KEYBOARD FEET (RUBBER)	•	•		•	•
100429-001	BLANK I/O ACCESS PLATE	•	•	•		
100430-001	DRIVE GROUND STRAP	•	•			
100436-002	HIGH VOLTAGE MONITOR COVER	•	•			
100437-001	VACANT DRIVE COVER	•				
100438-001	CARD CAGE ACCESS PLATE	•				
100439-001	PROCESSOR BOARD CONNECTOR ACCESS PLATE	•	•			
100442-001	MONITOR FLOOR	•	•			
100444-001	ENCLOSED/SHIELD FOR DISKETTE DRIVE (F/H)	•				
100475-001	POWER SUPPLY (DOMESTIC)	•				
100478-001	PROCESSOR BOARD W/BRACKET	•				
100482-001	FAN, OLD CHASSIS DESIGN (DOMESTIC)	•				
100487-001	KEYBOARD ASSEMBLY (DOMESTIC)	•				
100490-001	CARRYING CASE (NYLON)	•	•			
100491-001	BRIGHTNESS POT MOUNTING		•			
100492-001	CHASSIS			•		
100493-001	SPEAKER ASSEMBLY	•	•			•
100512-001	CABLE KIT	•				
100574-002	EXTENDED SERVICE AGREEMENT FORM (QTY=10)	•	•	•	•	•
100625-003	FIXED DISK DRIVE CONTROLLER CABLE, SINGLE 34 pos.				•	
100625-004	FIXED DISK DRIVE CONTROLLER CABLE, 20 pos.				•	
100631-002	MS-DOS VER.2 REFERENCE GUIDE GREY	•			•	
100632-002	BASIC VER. 2 REFERENCE GUIDE GREY	•			•	
100633-001	OPERATIONS GUIDE, COMPAQ PLUS	•				
100641-001	FIXED DISK DRIVE CABLES (SET)	•	•			
100641-002	FIXED DISK DRIVE CONTROLLER CABLES (SET)				•	•
100643-001	FIXED DISK DRIVE, 10-MB	•				
100644-001	FIXED DISK DRIVE CONTROLLER BOARD	•				
100686-001	CRT ALIGNMENT TEMPLATE	•	•	•		
100699-001	SYSTEM ROM (QTY=1)	•			•	
100767-001	TEST CABLES & TEST PLUGS			•		
100767-002	TEST CABLES & TEST PLUGS	•	•			•
101017-001	DISKETTE DRIVE ASSEMBLY, FLIP LATCH (F/H)	•				
101029-003	CARD CAGE ACCESS PLATE		•			
101031-001	ENCLOSED/SHIELD FOR DISKETTE DRIVE (H/H)	•				
101062-001	SPEAKER ASSEMBLY				•	
101066-001	BEZEL, OLD CHASSIS DESIGN				•	
101070-001	HOOD, OLD CHASSIS DESIGN				•	
101088-001	SOCKET/TORX TOOL KIT	•	•	•		
101085-001	ASYNC/SERIAL BOARD	•				
101087-001	UPPER/LOWER CASE MATCHED SET	•	•			
101088-001	ACCESS PANEL	•	•			
101098-001	BEZEL	•				
101100-001	LOGO SET	•				
101101-001	KEYBOARD CASE/SHELL	•				
101128-001	DRIVE BEZEL SPACER				•	
101135-001	VACANT DRIVE COVER (UPPER)				•	•
101135-002	VACANT DRIVE COVER (LOWER)				•	•
101137-001	UNIVERSAL DRIVE POWER CABLE				•	•
101143-001	MODE INDICATOR LED				•	

PART NUMBER	PART DESCRIPTION	COMPAQ PORTABLE	COMPAQ PORTABLE 286	COMPAQ PORTABLE II	COMPAQ DESKPRO	COMPAQ DESKPRO 286
101144-001	BLANK I/O ACCESS PLATE				•	•
101145-001	PCB STANDOFF					•
101155-001	AC POWER CORD (DOMESTIC)			•	•	•
101191-001	CARD GUIDE/SPEAKER BRACKET				•	
101260-001	LITHIUM BATTERY				•	
101297-001	DESK-SAVER				•	•
101298-001	DUAL DISKETTE DRIVE ENCLOSURE		•			
101306-001	MONITOR FEET (CORK)				•	•
101307-001	SYSTEM FEET (RUBBER)				•	
101338-001	PROCESSOR BOARD 128-KB, OLD CHASSIS DESIGN				•	
101340-001	VDU ADAPTER BOARD, LOW PROFILE	•	•	•	•	•
101341-001	DISKETTE/PRINTER BOARD, LOW PROFILE	•			•	
101342-001	POWER SUPPLY (DOMESTIC)				•	
101380-002	DISKETTE DRIVE SIGNAL CABLE				•	
101386-001	MS-DOS/BASIC VER. 2.xx DISKETTE	•			•	
101392-001	USER PROGRAMS DISKETTE				•	
101397-001	KEYBOARD ASSEMBLY (DOMESTIC)				•	
101421-001	DISKETTE DRIVE ASSEMBLY, LATCHING LEVER (H/H)	•				
101432-001	COMPAQ DESKPRO OPERATIONS GUIDE				•	
101437-001	FIXED DISK DRIVE W/RAILS, 10-MB				•	
101438-001	FIXED DISK DRIVE BACK-UP ASSY, 10-MB				•	•
101439-001	MONOCHROME MONITOR (GREEN)				•	•
101439-002	MONOCHROME MONITOR (AMBER)				•	•
101440-001	ASYNC COMM/CLOCK BOARD	•			•	
101441-001	TILT AND SWIVEL MONITOR STAND				•	•
101488-001	TAPE CARTRIDGE (QTY=1)		•		•	•
101497-001	FUSE, 2.5 AMP				•	
101554-001	FIXED DISK DRIVE CONTROLLER CABLE, DUAL 34 pos.				•	
101619-001	MATH COPROCESSOR 8087-2				•	•
101664-001	FIXED DISK DRIVE W/RAILS, 30-MB				•	
101672-001	FIXED DISK CONTROLLER BOARD, UNIV					
101732-001	VACANT DRIVE COVER (H/H)		•			
101737-001	KEYBOARD PLASTICS		•			
101741-001	MASS STORAGE POWER CABLE		•			
101742-001	MONITOR POWER CABLE		•			
101746-001	SYSTEM POWER CABLE		•			
101747-001	DRIVE ACCESS PLATE		•			
101750-001	CHASSIS		•			
101763-001	BEZEL		•			
101767-001	SECURITY LOCK BEZEL		•			
101770-001	OPERATIONS GUIDE		•			
101790-001	KEYBOARD ASSEMBLY (DOMESTIC)		•			
101795-001	PROCESSOR BOARD, 128-KB		•			
101796-001	FAN W/BRACKET, DC		•			
101798-001	POWER SWITCH/FILTER ASSY	•	•			•
102543-001	CHASSIS					•
102551-001	OPERATIONS GUIDE					•
102553-001	USER PROGRAMS DISKETTE, VER. 3				•	•
102560-001	HOOD, NEW CHASSIS DESIGN		•			
102615-001	PCB STANDOFF		•			
102641-001	INSULATION PAPER (QTY = 5)				•	•
102645-001	KEYBOARD CONNECTOR					•
102700-001	KEYBOARD PLASTICS					•
102705-001	MULTIPURPOSE CONTROLLER BOARD		•	•		
102706-001	FIXED DISK DRIVE, 20-MB		•			
102708-001	LOGO SET		•			
102709-001	MISCELLANEOUS HARDWARE KIT	•	•		•	•
102710-001	SYSTEM MEMORY BOARD, 128-KB				•	•
102711-001	MONITOR POWER CONNECTOR PLUG					•
102767-001	SECURITY LOCK SWITCH		•			•
102774-001	SYSTEM BOARD (NO MEMORY)		•			•
102775-001	DISKETTE DRIVE W/RAILS, 1.2-MB					•
102776-001	KEYBOARD ASSEMBLY					•
102777-001	FIXED DISK DRIVE W/RAILS, 20-MB				•	•
102778-001	FIXED DISK DRIVE CONTROLLER BOARD		•			•
102779-001	FIXED DISK DRIVE BACK-UP, 10-MB RUGGED		•			
102780-001	LOGO SET					•
102789-001	TECHNICAL REFERENCE GUIDE, 80286-BASED PRODUCTS		•			•
102818-001	POWER SUPPLY (DOMSESTIC)		•			
102841-001	FIXED DISK DRIVE CONTROLLER ROM (QTY=1)	•			•	
102845-001	FAN, NEW CHASSIS DESIGN (DOMESTIC)	•				
102846-001	REUSABLE TY-WRAPS (QTY=100)	•	•		•	•
102927-001	POWER SUPPLY (DOMESTIC)					•
102928-001	DISKETTE DRIVE W/RAILS, 360-KB		•			•
102929-001	LITHIUM BATTERY		•			•
102930-001	FUSE KIT, ALL PRODUCTS (QTY=30)	•	•	•	•	•
102932-001	FIXED DISK DRIVE W/RAILS, 70-MB					•

PART NUMBER	PART DESCRIPTION	COMPAQ PORTABLE	COMPAQ PORTABLE 286	COMPAQ PORTABLE II	COMPAQ DESKPRO	COMPAQ DESKPRO 286
102933-001	CABLE KIT (6 CABLES)		•			
102934-001	CABLE KIT (3 CABLES)					•
102971-001	ADVANCED DIAGNOSTIC DISKETTE, VER. 3.xx	•	•	•	•	•
102975-001	SERVICE GUIDE		•			
102976-001	SERVICE GUIDE				•	•
102977-001	SERVICE GUIDE W/DIAG & TEST CABLES		•			
102978-001	SERVICE GUIDE W/DIAG & TEST CABLES				•	•
104006-001	MASS STORAGE POWER CABLE, FLOPPY			•		
104007-001	VDU SIGNAL CABLE			•		
104008-001	DISKETTE DRIVE CONTROLLER CABLE			•		
104050-002	BLANK DRIVE PANEL, 1/3H			•		
104051-001	CHASSIS COVER			•		
104052-001	HIGH VOLTAGE MONITOR COVER			•		
104055-001	POWER SUPPLY BASE			•		
104058-001	DRIVE BEZEL			•		
104067-001	HANDLE UNDERLAY			•		
104078-001	DRIVE ACCESS PLATE			•		
104081-001	CHASSIS			•		
104084-001	KEYBOARD PLASTICS			•		
104092-001	MASS STORAGE POWER CABLE, FIXED			•		
104093-001	FIXED DISK DRIVE CONTROLLER CABLE			•		
104098-001	MEMORY EXPANSION COVER			•		
104142-001	SPEAKER MOUNT			•		
104145-001	CARD CAGE COVER			•		
104158-001	SYSTEM BOARD INSULATOR PAPER			•		
104160-001	POWER SUPPLY INSULATOR PAPER			•		
104174-001	MULTIPURPOSE FIXED DISK DRIVE CONTROLLER BOARD			•		
104175-001	PROCESSOR BOARD, 128-KB			•		
104176-001	SYSTEM MEMORY BOARD, 512/1536-KB			•		
104178-001	FAN, DC			•		
104178-001	KEYBOARD ASSEMBLY			•		
104179-001	KEYBOARD ASSEMBLY (DOMESTIC)			•		
104180-001	POWER SUPPLY (DOMESTIC)			•		
104182-001	MONITOR ASSEMBLY			•		
104183-001	INTEGRATED FIXED DISK DRIVE, 10-MB			•		
104184-001	DISKETTE DRIVE 360-KB, 1/3H			•		
104185-001	SPEAKER/POT ASSEMBLY			•		
104191-001	CABLE KIT (5 CABLES)			•		
104192-001	LOGO SET			•		
104197-001	BOTTOM CHASSIS FOOT			•		
104198-001	CPU FRONT BEZEL			•		
104212-001	OPERATIONS GUIDE			•		
104214-001	USER PROGRAMS DISKETTE			•		
104234-001	AUTHORIZED DEALER SERVICE KIT, COMPAQ PORTABLE II			•		
104254-001	SERVICE GUIDE W/DIAG & TOOLS			•		
104258-001	CARRYING CASE			•		
104270-001	MISCELLANEOUS HARDWARE KIT			•		
104272-001	FIXED DISK DRIVE BEZEL			•		
104273-001	AUTOMATIC POWER SWITCHING BOARD			•		
104316-001	KEYBOARD TEMPLATE (QTY=25)			•		
104328-001	SYSTEM BOARD COVER/CABLE TRAY			•		
104330-001	DRIVE SUPPORT ENCLOSURE			•		
104417-001	FIXED DISK DRIVE UPGRADE KIT, 20-MB			•		
105032-001	SECURITY LOCK ASSEMBLY (W/KEYS)		•			
105033-001	MEMORY EXPANSION BOARD, 512-KB		•			•
105034-001	MONITOR ASSEMBLY	•	•			
105035-001	LATEST REV ROM (QTY=2)		•	•		•
105036-001	SECURITY LOCK ASSEMBLY (W/KEYS)					•
105061-001	MEMORY ADDRESS DECODER PROM, 256/640-KB		•			
105062-001	MEMORY ADDRESS DECODER PROM, 512/640-KB		•			
105151-001	RAM CHIP, 256K x 1 (QTY=1)	•	•	•	•	•
105152-001	RAM CHIP, 64K x 1 (QTY=1)	•	•	•	•	•
105155-001	T 10 TORX	•	•		•	•
105156-001	T 15 TORX				•	•
105191-001	PROCESSOR BOARD 128-KB, NEW CHASSIS DESIGN				•	
105345-001	BASIC VER. 3 REFERENCE GUIDE		•	•		•
105350-001	MS-DOS VER. 3 REFERENCE GUIDE	•	•	•	•	•
105415-001	MS-DOS/BASIC VER. 3.xx DISKETTES	•	•	•	•	•
105416-001	MEMORY ADDRESS DECODER PROM, 640-KB	•				
105417-001	MEMORY ADDRESS DECODER PROM, 448-KB	•				
105460-002	EXCHANGE TAGS (QTY=25)	•	•	•	•	•
105461-002	OUT OF WARRANTY FORM (QTY=10)	•	•	•	•	•
105614-001	MS-DOS/BASIC UPGRADE VER. 3.0 - 3.x	•	•	•	•	•
105624-001	MS-DOS UPGRADE VER. 2.x - VER. 3.x	•	•	•	•	•
105677-001	KIT, SERVICE DATABASE DISKETTE, VER. 1.0	•	•	•	•	•
106224-001	KIT, BEZEL, NEW CHASSIS DESIGN				•	
106225-001	KIT, BEZEL W/SECURITY LOCK					•

4.3. PART NUMBER CROSS REFERENCE LIST

The following is a list of items that have been discontinued or replaced with either new part numbers or an updated part.

OLD PART NUMBER	NEW PART NUMBER	ITEM
100039-001	100493-001	SPEAKER ASSY
100314-001	100482-001	FAN (DOMESTIC)
100479-001 (FOR REPAIR/EXCHANGE ONLY)	USE 101340-001	VDU CNTRLR BD (F/H) VDU CNTRLR BD, LOW PROFILE
100480-001 (FOR REPAIR/EXCHANGE ONLY)	USE 101341-001	VDU CNTRLR BD (F/H) VDU CNTRLR BD, LOW PROFILE
100481-001	105034-001	MONITOR ASSEMBLY
100483-001	100047-001	VDU SIGNAL CABLE
100485-001	100485-001	AC POWER CORD
100488-001	DISCONTINUED AUTH DLR SERVICE KIT - PORTABLE (Refer to Recommended Stocking Levels)	
100574-001	100574-002	EXTENDED COVERAGE FORM
100644-002	101672-001	FXD DSK CNTRLR BD
100648-001	101386-001	MS-DOS BASIC VER.2.xx
100768-001	102975-001	SERVICE GUIDE
100769-001	102977-001	SVS GDE W/CABLES & DIAG
100819-001	100832-001	INT'L FAN W/BRKT
101017-001	101421-001	DSKT DRV ASSY, LATCHNG LEVER (F/H)
101255-001	105417-001	MEM ADDRESS DECODER PROM, 448-KB
101257-001	105416-001	MEM ADDRESS DECODER PROM, 640-KB

101316-001	102976-001	MAINTENANCE GUIDE
101380-001	101380-002	DSKT DRV SIGNAL CABLE
101388-001	102971-001	ADV DIAG DISKETTE
101425-001	102976-001	MAINTENANCE GUIDE
101442-001	102928-001	DSK DRV W/RAILS
101443-001	DISCONTINUED AUTH DLR SERVICE KIT - DESKPRO (Refer to Recommended Stocking Levels)	
101658-001	101664-001	FXD DSK DR W/RAILS, 30-MB
101781-001	101746-001	SYSTEM POWER CABLE-A
101782-001	101742-001	MONITOR POWER CABLE-A
101787-001	101741-001	MASS STORAGE POWER CABLE
101788-001	100041-001	PWR SWITCH/FILTER ASSY
102821-001	DISCONTINUED (Refer to Recommended Stocking Levels)	COMBINED PORTABLE KIT
102822-001	DISCONTINUED (Refer to Recommended Stocking Levels)	COMBINED DESKPRO KIT
102559-001	106224-001	KIT, BEZEL, NEW CHASSIS
102631-001	105350-001	MS-DOS VER.3 REF GUIDE
102632-001	105345-001	BASIC VER.3 REF GUIDE
102715-001	105415-001	MS-DOS BASIC VER.3.xx
102769-001	106225-001	KIT, BEZEL W/KEY LOCK
102816-001 and 102817-001	DISCONTINUED (Refer to Recommended Stocking Levels)	AUTH DEALER SERVICE KIT - DESKPRO 286
102819-001 and 102820-001	DISCONTINUED (Refer to Recommended Stocking Levels)	AUTH DEALER SERVICE KIT - PORTABLE 286
102975-001	102705-001	MULTIPURPOSE CONTROLLER BOARD
105460-001	105460-002	EXCHANGE TAG FORM
105461-001	105461-002	OUT-OF-WARRANTY FORM

4.4. AUTHORIZED DEALER SERVICE KIT CONTENTS

PART NUMBER	AUTHORIZED DEALER SERVICE KIT -
104234-001	COMPAQ PORTABLE II™ PERSONAL COMPUTER

PART NUMBER	PART DESCRIPTION	QUANTITY
104174-001	MULTIPURPOSE FIXED DISK DRIVE CONTROLLER BOARD	1
104175-001	PROCESSOR BOARD, 128-KB	1
104180-001	POWER SUPPLY CHASSIS ASSEMBLY	1
104191-001	CABLE KIT	1
104254-001	MAINTENANCE & SERVICE GUIDE W/DIAGNOSTICS & TEST CABLES	1
104270-001	MISCELLANEOUS HARDWARE KIT	1
105460-002	EXCHANGE TAG FORM (25 EA.)	1

MISCELLANEOUS KITS

KIT P/N	KIT DESCRIPTION	CONTENT DESCRIPTION	QUANTITY
102933-001	CABLE KIT, COMPAQ PORTABLE 286	VDU SIGNAL CABLE	1
		DISKETTE DRIVE CONTROLLER CABLE	1
		FIXED DISK DRIVE CONTROLLER CABLE, 34 PIN	1
		FIXED DISK DRIVE CONTROLLER CABLE, 20 PIN	1
		MASS STORAGE POWER CABLE	1
		MONITOR POWER CABLE	1
		SYSTEM POWER CABLE	1
102934-001	CABLE KIT, COMPAQ DESKPRO 286	UNIVERSAL DRIVE POWER CABLE	1
		DISKETTE DRIVE SIGNAL CABLE	1
		FIXED DISK DRIVE CONTROLLER CABLE, 34 PIN	1
		FIXED DISK DRIVE CONTROLLER CABLE, 20 PIN	1
104181-001	CABLE KIT, COMPAQ PORTABLE II	DISKETTE DRIVE POWER CABLE	1
		VDU SIGNAL CABLE	1
		DISKETTE SIGNAL CABLE	1
		FIXED DISK DRIVE POWER CABLE	1
		FIXED DISK DRIVE HOST CABLE	1
102709-001	MISC HARDWARE KIT	PCB RETAINER	4
		PCB STANDOFF	5
		BRIGHTNESS KNOB	5
		PUSH BUTTON MOUNT FASTENER	5
		TY-WRAP	100
		PCB CARD GUIDE	5
		KEYBOARD FEET (RUBBER)	10
		MONITOR FEET (CORK)	5
		SYSTEM FEET (RUBBER)	5
		FUSE, AC LINE, 2 AMP	10
		FUSE, AC LINE, 3 AMP	10
		FUSE, AC LINE, 4 AMP	10
		NUT, HEX SELFLOCKING	5
		SCREW, 8-32 x 3/8	50
		SCREW, 6-32 x 3/8	50
		SCREW, 6-32 x 1/2	50
		SCREW, 4-40 x 1/4	10
		SCREW, 6-32 x 5/8	50
		SCREW, 6-32 x 7/8	2
		INSULATOR	6
		SWITCH	2
		BRACKET, SPEAKER/CARD GUIDE	1
		CABLE ASSEMBLY	1
104270-001	MISC HARDWARE KIT	PCB STANDOFF	5
		TY-WRAP	100
		PCB CARD GUIDE	5
		KEYBOARD FEET (RUBBER)	10
		SCREW, 6-32 x 9/16	10
		SCREW, 8-32 x 5/16	10
		SCREW, 4-40 x 1/4	25
		SCREW, 6-32 x 1/4	25
		PCB RETAINER	2
		BRIGHTNESS KNOB	5
		SHOULDER BOLT	10
		GROMMET, STIFF	10
		GROMMET, POWER	2
		HIGH VOLTAGE INSULATOR	2
		STANDOFF WIRE	5
		PCB LOCKING SUPPORT	5
		BLIND FASTENER	5
		CABLE ASSEMBLY	2
		PUSH MOUNT FASTENER	5
101089-001	SOCKET/TOOL KIT	1/4" SOCKET	1
		FLEX SOCKET	1
		1/4" ADJUSTMENT TOOL	1
		T-15 HAND DRIVER	1
		T-10 HAND DRIVER	1
		1/4" DRIVER	1

4.5. RECOMMENDED STOCKING LEVELS

The following charts are guidelines, depending on the installed base of units sold, recommending spare parts inventory levels by subassembly for the Authorized Dealer.

RECOMMENDED STOCKING LEVELS - COMPAQ PORTABLE®

PART DESCRIPTION	PART NUMBER	<50 UNITS	50-100 UNITS	100-200 UNITS	200-300 UNITS	300-500 UNITS
POWER SUPPLY	100475-001	1	2	3	4	7
PROCESSOR BOARD	100478-001	1	1	1	1	2
VDU CONTROLLER BOARD	101340-001	1	1	1	1	2
DISKETTE/PRINTER BOARD	101341-001	1	1	1	1	1
ASYNC/SERIAL BOARD	101095-001	1	1	1	1	1
ASYNC/SERIAL CLOCK BOARD	101440-001	1	1	1	1	1
KEYBOARD ASSY	100487-001	1	1	1	1	1
MONITOR ASSY	105034-001	1	1	2	2	4
DISKETTE DRIVE ASSY	101421-001	1	1	2	3	4
DISKETTE DR ASSY, FLIP LATCH (FULL HT).	101017-001	1	1	2	3	4
FAN ASSY	100482-001	1	1	1	1	1
POWER SWITCH FILTER	100041-001	1	1	1	1	1
VDU SIGNAL CABLE	100047-001	1	1	1	1	1
DISKETTE CABLE ASSY	100048-004	1	1	1	1	1
SPEAKER ASSY	100493-001	1	1	1	1	1
LINE POWER CORD	100374-001	1	1	1	1	1
FUSE KIT	102930-001	1	1	1	1	1
HANDLE ASSY	100025-001	1	1	1	1	1

RECOMMENDED STOCKING LEVELS - COMPAQ PORTABLE 286®

PART DESCRIPTION	PART NUMBER	<50 UNITS	50-100 UNITS	100-200 UNITS	200-300 UNITS	300-500 UNITS
POWER SUPPLY	102818-001	1	2	3	4	7
FIXED DISK DRIVE (20-MBYTE)	102706-001	1	2	3	4	6
FIXED DISK CONTROLLER BOARD	102778-001	1	1	1	2	2
PROCESSOR BOARD	101785-001	1	1	2	2	4
VDU CONTROLLER BOARD	101340-001	1	1	1	2	2
MULTIPURPOSE CONTROLLER BOARD	102705-001	1	1	1	1	1
KEYBOARD ASSY	101790-001	1	1	2	3	4
MONITOR ASSY	105034-001	1	1	2	2	4
DISKETTE DRIVE (1.2-MBYTE)	102775-001	1	1	2	3	4
FAN ASSY DC	101796-001	1	1	1	1	1
POWER SWITCH FILTER	101798-001	1	1	1	1	1
VDU SIGNAL CABLE	100047-001	1	1	1	1	1
DISKETTE CABLE ASSY	100048-003	1	1	1	1	1
SPEAKER ASSY	100493-001	1	1	1	1	1
LINE POWER CORD	100374-001	1	1	1	1	1
FUSE KIT	102930-001	1	1	1	1	1
HANDLE KIT	100025-001	1	1	1	1	1
FIXED DISK DRIVE CABLE ASSY	100641-001	1	1	1	1	1

RECOMMENDED STOCKING LEVELS - COMPAQ PLUS®

PART DESCRIPTION	PART NUMBER	<50 UNITS	50-100 UNITS	100-200 UNITS	200-300 UNITS	300-500 UNITS
POWER SUPPLY	100475-001	1	2	4	6	10
FIXED DISK DRIVE (10-MBYTE)	100643-001	2	3	5	7	11
FIXED DISK CONTROLLER BOARD	100644-001	1	1	2	2	3
PROCESSOR BOARD	100478-001	1	1	1	2	2
VDU CONTROLLER BOARD	101340-001	1	1	1	2	2
DISKETTE/PRINTER BOARD	101341-001	1	1	1	1	1
ASYNC/SERIAL BOARD	101095-001	1	1	1	1	1
ASYNC/SERIAL CLOCK BOARD	101440-001	1	1	1	1	1
KEYBOARD ASSY	100487-001	1	1	1	1	1
MONITOR ASSY	105034-001	1	1	2	2	4
DISKETTE DRIVE (360-KBYTE)	101421-001	1	2	3	4	6
FAN ASSY	100482-001	1	1	1	1	1
POWER SWITCH FILTER	100041-001	1	1	1	1	1
VDU SIGNAL CABLE	100047-001	1	1	1	1	1
DISKETTE CABLE ASSY	100048-004	1	1	1	1	1
SPEAKER ASSY	100493-001	1	1	1	1	1
LINE POWER CORD	100374-001	1	1	1	1	1
FUSE KIT	102930-001	1	1	1	1	1
HANDLE ASSY	100025-001	1	1	1	1	1
FIXED DISK DRIVE CABLE ASSY	100641-001	1	1	1	1	1

RECOMMENDED STOCKING LEVELS - COMPAQ DESKPRO®

PART DESCRIPTION	PART NUMBER	<50 UNITS	50-100 UNITS	100-200 UNITS	200-300 UNITS	300-500 UNITS
POWER SUPPLY	101342-001	1	1	2	3	5
FIXED DISK DRIVE (10-MBYTE)	101437-001	1	1	2	3	5
FIXED DISK DRIVE (30-MBYTE)	101664-001	1	1	2	3	5
FIXED DISK CONTROLLER BOARD	101672-001	1	1	1	2	2
FIXED DISK DRIVE BACK-UP	101438-001	1	1	1	1	1
PROCESSOR BOARD (OLD DESIGN)	101339-001	1	1	2	2	4
PROCESSOR BOARD (NEW DESIGN)	105191-001	1	1	2	2	4
VDU CONTROLLER BOARD	101340-001	1	1	1	2	2
DISKETTE/PRINTER BOARD	101341-001	1	1	1	1	1
ASYNC/COMM CLOCK BOARD	101440-001	1	1	1	1	1
KEYBOARD ASSY	101397-001	1	1	2	3	4
MONITOR ASSY (GREEN)	101439-001	1	2	3	4	6
MONITOR ASSY (AMBER)	101439-002	1	2	3	4	6
DISKETTE DRIVE (360-KBYTE)	102928-001	1	1	2	2	3
DISKETTE CABLE ASSY	101380-002	1	1	1	1	1
SPEAKER ASSY	101062-001	1	1	1	1	1
LINE POWER CORD	101155-001	1	1	1	1	1
FUSE KIT	102930-001	1	1	1	1	1
FIXED DISK DRIVE CABLE ASSY	100641-002	1	1	1	1	1

RECOMMENDED STOCKING LEVELS - COMPAQ DESKPRO 286®

PART DESCRIPTION	PART NUMBER	<50 UNITS	50-100 UNITS	100-200 UNITS	200-300 UNITS	300-500 UNITS
POWER SUPPLY	102927-001	1	1	2	3	5
FIXED DISK DRIVE (30-MBYTE)	101664-001	1	1	2	3	5
FIXED DISK DRIVE (20-MBYTE)	102777-001	1	1	2	3	5
FIXED DISK CONTROLLER BOARD	102778-001	1	1	1	2	2
PROCESSOR BOARD	102774-001	1	1	2	2	4
VDU CONTROLLER BOARD	101340-001	1	1	1	2	2
MULTIPURPOSE CONTROLLER BOARD	102705-001	1	1	1	1	1
KEYBOARD ASSY	102776-001	1	1	2	3	4
MONITOR ASSY (GREEN)	101439-001	1	2	3	4	6
MONITOR ASSY (AMBER)	101439-002	1	2	3	4	6
DISKETTE DRIVE (1.2-MBYTE)	102775-001	1	1	2	3	4
DISKETTE CABLE ASSY	100048-003	1	1	1	1	1
SPEAKER ASSY	100493-001	1	1	1	1	1
LINE POWER CORD	101155-001	1	1	1	1	1
FUSE KIT	102930-001	1	1	1	1	1
FIXED DISK DRIVE CABLE ASSY	100641-002	1	1	1	1	1
SYSTEM MEMORY BOARD	102710-001	1	1	1	1	1

RECOMMENDED STOCKING LEVELS - COMPAQ PORTABLE II™

PART DESCRIPTION	PART NUMBER	<50 UNITS	50-100 UNITS	100-200 UNITS	200-300 UNITS	300-500 UNITS
POWER SUPPLY	104180-001	1	2	4	6	10
FIXED DISK DRIVE (10-MBYTE)	104183-001	2	3	5	7	11
MULTIPURPOSE FIXED DISK DRIVE CONTROLLER BOARD	104174-001	1	1	1	1	2
PROCESSOR BOARD	104175-001	1	1	2	2	4
VDU CONTROLLER BOARD	101340-001	1	1	1	2	2
MULTIPURPOSE CONTROLLER BOARD	102705-001	1	1	1	1	1
KEYBOARD ASSEMBLY	104179-001	1	1	2	3	4
MONITOR ASSEMBLY	104182-001	1	1	2	3	5
DISKETTE DRIVE (360-KBYTE)	104184-001	1	2	3	4	6
FAN ASSEMBLY DC	104178-001	1	1	1	1	1
CABLE KIT (5 CABLES)	104191-001	1	1	1	1	1
SPEAKER/POT ASSEMBLY	104185-001	1	1	1	1	1
LINE POWER CORD	101155-001	1	1	1	1	1
FUSE KIT	102930-001	1	1	2	2	4
HANDLE KIT	100025-001	1	1	1	1	1

CHAPTER 5

PRICING

5.1. COMPAQ QUALITY PARTS

5.2. EXTENDED SERVICE AGREEMENTS

5.1 COMPAQ QUALITY PARTS

COMPAQ® PORTABLE COMPUTER
AUTHORIZED COMPAQ DEALERS
SERVICE PARTS PRICING AND WARRANTY LABOR RATE SCHEDULE
EFFECTIVE JUNE 1, 1986

COMPAQ PART #	PART DESCRIPTION	PRICE	REPAIR/ EXCHANGE PRICE	WARRANTY LABOR ALLOWANCE
	PCB'S			
# 100475-001	POWER SUPPLY (120V)	$190	$99	$30
# 100478-001	PROCESSOR BOARD, 128KB	$470	$175	$30
100479-001	VDU CONTROLLER BOARD	N/O	$130	$20
100480-001	DISKETTE/PRINTER BOARD, LOW PROFILE	N/O	$75	$20
# 100644-001	FIXED DISK DRIVE CONTROLLER BOARD	$250	$125	$20
101095-005	ASYNC/SERIAL BOARD	$80	$60	$20
101340-001	VDU CONTROLLER BOARD, LOW PROFILE	$260	$130	$20
101341-001	DISKETTE/PRINTER BOARD, LOW PROFILE	$130	$80	$20
101440-001	ASYNC COMM/CLOCK BOARD	$100	$75	$20
	SUBASSEMBLIES			
100041-001	POWER SWITCH/FILTER ASSEMBLY	$55		$20
100482-001	FAN, OLD CHASSIS DESIGN (120V)	$40		$20
# 100487-001	KEYBOARD ASSEMBLY	$215	$95	$20
100493-001	SPEAKER ASSEMBLY	$6		$30
# 100643-001	10-MB FIXED DISK DRIVE	$475	$295	$30
# 100699-001	SYSTEM ROM (QTY=1)	$30		$20
# 101421-001	DISKETTE DRIVE ASSEMBLY, LATCHING LEVER (H/H)	$150	$70	$30
102845-001	FAN, NEW CHASSIS DESIGN (120V)	$40		$20
# 105034-001	MONITOR ASSEMBLY	$230	$100	$30
105151-001	D-RAM, 256Kx1 (QTY=1)	$35		$20
105152-001	D-RAM, 64Kx1 (QTY=1)	$9		$20
# 105416-001	MEMORY ADDRESS DECODER PROM, 640KB	$30		$0
# 105417-001	MEMORY ADDRESS DECODER PROM, 448KB	$30		$0
	PLASTICS			
100031-001	SLIDING ACCESS DOOR	$5		$20
100077-001	VDU/FOOT DETENT	$2		$20
101097-001	UPPER/LOWER CASE MATCHED SET	$45		$20
101098-001	ACCESS PANEL	$24		$5
101099-001	BEZEL	$31		$20

COMPAQ® PORTABLE COMPUTER
SERVICE PARTS PRICING AND WARRANTY LABOR RATE SCHEDULE
(CONTINUED)

	COMPAQ PART #	PART DESCRIPTION	PRICE	REPAIR/ EXCHANGE PRICE	WARRANTY LABOR ALLOWANCE
		METALS			
	100330-001	DRIVE ACCESS PLATE	$16		$20
	100429-001	BLANK I/O ACCESS PLATE	$2		$5
	100436-002	HIGH VOLTAGE/MONITOR COVER	$7		$20
	100437-001	VACANT DRIVE COVER	$5		$20
	100438-001	CARD CAGE ACCESS PLATE	$6		$20
	100439-001	PROCESSOR BOARD CONNECTOR ACCESS PLATE	$2		$20
	100442-002	MONITOR FLOOR	$5		$20
	100444-001	ENCLOSED/SHIELD FOR DISKETTE DRIVE (F/H)	$5		$20
	101031-001	ENCLOSED/SHIELD FOR DISKETTE DRIVE (H/H)	$5		$20
		CABLES			
	100047-001	VDU SIGNAL CABLE	$31		$10
	100048-002	DISKETTE DRIVE CABLE (1-DRIVE)	$13		$10
	100048-004	DISKETTE DRIVE CABLE (2-DRIVES)	$14		$10
	100260-002	POWER CABLE HARNESS ASSEMBLY	$55		$60
	100374-001	AC POWER CORD	$7		$0
	100641-001	FIXED DISK DRIVE CABLES (SET)	$34		$10
		MISCELLANEOUS			
	100025-001	HANDLE KIT	$11		$20
	101260-001	LITHIUM BATTERY (ASYNC/CLOCK BOARD)	$5		$0
	102709-001	MISCELLANEOUS HARDWARE KIT	$50		$0
*	102930-001	FUSE KIT, ALL PRODUCTS (QTY=30)	$15		$0
		MANUALS & TOOLS			
	100001-001	OPERATIONS MANUAL - COMPAQ PORTABLE PERSONAL COMPUTER	$30		$0
	100574-002	EXTENDED SERVICE AGREEMENT (ESA) FORMS (QTY=25)	N/C		$0
#	100631-002	MS-DOS VER. 2 REFERENCE GUIDE	$25		$0
#	100632-002	BASIC VER. 2 REFERENCE GUIDE	$25		$0
	100633-001	OPERATIONS MANUAL - COMPAQ PLUS® PERSONAL COMPUTER	$30		$0
	101089-001	SOCKET/TORX TOOL KIT	$38		$0
*	101386-001	MS-DOS/BASIC VER. 2.xx DISKETTE	$15		$0
*	102971-001	ADVANCED DIAGNOSTICS DISKETTE, VER. 3.xx	$15		$0
	102977-001	MAINTENANCE GUIDE W/DIAG & TEST CABLES	$75		$0
*	105460-002	EXCHANGE TAGS (QTY=25)	N/C		$0
	105461-002	OUT OF WARRANTY (OOW) FORMS (QTY=25)	N/C		$0

N/O NOT OFFERED
N/C NO CHARGE
* PART NUMBER/DESCRIPTION CHANGE (Reference Rate Schedule 10/85, Rev.1)
# PRICE CHANGE (Reference Rate Schedule 10/85, Rev.1)

Rate Schedule 6/86, Rev.1

COMPAQ PORTABLE 286® PERSONAL COMPUTER
AUTHORIZED COMPAQ DEALERS
SERVICE PARTS PRICING AND WARRANTY LABOR RATE SCHEDULE
EFFECTIVE JUNE 1, 1986

COMPAQ® PART #	PART DESCRIPTION	PRICE	REPAIR/ EXCHANGE PRICE	WARRANTY LABOR ALLOWANCE
	PCB'S			
101340-001	VDU CONTROLLER BOARD, LOW PROFILE	$260	$130	$20
101795-001	PROCESSOR BOARD, 128KB	$1,180	$475	$30
102705-001	DISKETTE/TAPE CONTROLLER BOARD	$230	$150	$20
# 102778-001	FIXED DISK DRIVE CONTROLLER BOARD	$230	$125	$20
102818-001	POWER SUPPLY (120V)	$255	$180	$30
105033-001	512KB/2048KB MEMORY BOARD	$650	$260	$20
	SUBASSEMBLIES			
100493-001	SPEAKER ASSEMBLY	$6		$30
# 101790-001	KEYBOARD ASSEMBLY	$195	$95	$20
101796-001	FAN W/BRACKET, DC, 120V	$40		$20
101798-001	POWER SWITCH/FILTER ASSEMBLY	$55		$20
# 102706-001	20-MB FIXED DISK DRIVE	$685	$395	$30
# 102775-001	1.2-MB DISKETTE DRIVE	$170	$125	$30
# 102779-001	FIXED DISK DRIVE BACK-UP ASSEMBLY	$425	$295	$20
# 102928-001	360KB DISKETTE DRIVE	$1,150	$70	$30
# 105034-001	MONITOR ASSEMBLY	$230	$100	$30
105035-001	SYSTEM ROMS (QTY=2)	$50		$20
105061-001	MEMORY ADDRESS DECODER PROM, 256/640KB	$30		$0
105062-001	MEMORY ADDRESS DECODER PROM, 512/640KB	$30		$0
105151-001	D-RAM, 256Kx1 (QTY=1)	$35		$20
105152-001	D-RAM, 64Kx1 (QTY=1)	$9		$20
	PLASTICS			
100031-001	SLIDING ACCESS DOOR	$5		$20
100077-001	VDU/FOOT DETENT	$2		$20
101097-001	UPPER/LOWER CASE MATCHED SET	$45		$20
101098-001	ACCESS PANEL	$24		$5
101763-001	FRONT BEZEL	$31		$20
101767-001	SECURITY LOCK BEZEL	$21		$5
	METALS			
100429-001	BLANK I/O ACCESS PLATE	$2		$5
100436-002	HIGH VOLTAGE/MONITOR COVER	$7		$20
100439-001	PROCESSOR BOARD CONNECTOR ACCESS PLATE	$2		$20
100442-002	MONITOR FLOOR	$5		$20
101029-003	CARD CAGE ACCESS PLATE	$6		$20
101299-001	DUAL DRIVE ENCLOSURE	$15		$20
101732-001	VACANT DRIVE COVER (H/H)	$10		$20
101747-001	DRIVE ACCESS PLATE	$16		$20

COMPAQ PORTABLE 286® PERSONAL COMPUTER
SERVICE PARTS PRICING AND WARRANTY LABOR RATE SCHEDULE
(CONTINUED)

COMPAQ® PART #	PART DESCRIPTION	PRICE	REPAIR/ EXCHANGE PRICE	WARRANTY LABOR ALLOWANCE
	CABLES			
100047-001	VDU SIGNAL CABLE	$31		$10
100048-003	DISKETTE DRIVE CONTROLLER CABLE	$25		$10
100374-001	AC POWER CORD	$7		$0
100641-001	FIXED DISK DRIVE CABLES (SET)	$34		$10
* 101741-001	UNIVERSAL POWER CABLE	$23		$10
* 101742-001	MONITOR POWER CABLE	$15		$10
* 101746-001	SYSTEM POWER CABLE	$15		$10
102933-001	CABLE KIT (6 CABLES ABOVE)	$140		$0
	MISCELLANEOUS			
100025-001	HANDLE KIT	$11		$20
102641-001	INSULATION PAPER (QTY=5)	$10		$0
102709-001	MISCELLANEOUS HARDWARE KIT	$50		$0
102767-001	SECURITY LOCK SWITCH	$5		$0
# 102929-001	LITHIUM BATTERY	$10		$0
* 102930-001	FUSE KIT, ALL PRODUCTS (QTY=30)	$15		$0
105032-001	SECURITY LOCK ASSEMBLY (W/KEYS)	$10		$0
	MANUALS & TOOLS			
100574-002	EXTENDED SERVICE AGREEMENT (ESA) FORMS (QTY=25)	N/C		$0
101089-001	SOCKET/TORX TOOL KIT	$38		$0
101770-001	OPERATIONS GUIDE - COMPAQ PORTABLE 286 PERSONAL COMPUTER	$15		$0
102553-001	USER PROGRAMS DISKETTE VER. 3 - COMPAQ PORTABLE 286/ COMPAQ DESKPRO 286® PERSONAL COMPUTERS	$15		$0
* 102971-001	ADVANCED DIAGNOSTICS DISKETTE, VER. 3.xx	$15		$0
102977-001	MAINTENANCE GUIDE W/DIAG & TEST CABLES	$75		$0
#* 105345-001	BASIC VER 3 REFERENCE GUIDE	$25		$0
#* 105350-001	MS-DOS VER. 3 REFERENCE GUIDE	$25		$0
* 105415-001	MS-DOS/BASIC VER. 3.xx DISKETTES	$15		$0
* 105460-002	EXCHANGE TAGS (QTY=25)	N/C		$0
105461-002	OUT OF WARRANTY (OOW) FORMS (QTY=25)	N/C		$0

N/C NO CHARGE
* PART NUMBER/DESCRIPTION CHANGE (Reference Rate Schedule 10/85, Rev.1)
# PRICE CHANGE (Reference Rate Schedule 10/85, Rev.1)

Rate Schedule 6/86, Rev.1

COMPAQ DESKPRO® PERSONAL COMPUTER
AUTHORIZED COMPAQ DEALERS
SERVICE PARTS PRICING AND WARRANTY LABOR RATE SCHEDULE
EFFECTIVE JUNE 1, 1986

COMPAQ® PART #	PART DESCRIPTION	PRICE	REPAIR/ EXCHANGE PRICE	WARRANTY LABOR ALLOWANCE
	PCB'S			
101339-001	PROCESSOR BOARD, 128KB, OLD CHASSIS DESIGN	$460	$300	$30
101340-001	VDU CONTROLLER BOARD, LOW PROFILE	$260	$130	$20
101341-001	DISKETTE/PRINTER BOARD, LOW PROFILE	$130	$80	$20
101440-001	ASYNC COMM/CLOCK BOARD	$100	$75	$20
# 101672-001	FIXED DISK DRIVE CONTROLLER BOARD, UNIVERSAL	$250	$125	$20
* 102927-001	POWER SUPPLY (120V)	$285	$200	$20
105191-001	PROCESSOR BOARD, 128KB, NEW CHASSIS DESIGN	$460	$300	$30
	SUBASSEMBLIES			
# 100698-001	SYSTEM ROM (QTY=1)	$30		$20
101062-001	SPEAKER ASSEMBLY	$6		$20
101397-001	KEYBOARD ASSEMBLY	$160	$95	$10
# 101437-001	10-MB FIXED DISK DRIVE W/RAILS	$425	$295	$20
# 101438-001	FIXED DISK DRIVE BACK-UP ASSEMBLY W/RAILS	$425	$295	$20
101439-001	MONOCHROME MONITOR (GREEN)	$175	$110	$20
101439-002	MONOCHROME MONITOR (AMBER)	$175	$110	$20
101619-001	MATH COPROCESSOR 8087-2	$255		$20
# 101664-001	30-MB FIXED DISK DRIVE W/RAILS	$1,075	$600	$20
# 102777-001	20-MB FIXED DISK DRIVE W/RAILS	$550	$395	$30
102841-001	FIXED DISK DRIVE CONTROLLER ROM (QTY=1)	$25		$0
# 102928-001	360KB DISKETTE DRIVE W/RAILS	$150	$70	$30
105151-001	D-RAM, 256Kx1 (QTY=1)	$35		$20
105152-001	D-RAM, 64Kx1 (QTY=1)	$9		$20
	PLASTICS			
101129-001	DRIVE BEZEL SPACER	$12		$0
* 106224-001	BEZEL, NEW CHASSIS DESIGN	$60		$5
#* 106332-001	KIT, BEZZEL, 5.4" H CHASSIS (OLD)	$33		$5
	METALS			
101070-001	HOOD, OLD CHASSIS DESIGN	$70		$5
101135-001	VACANT DRIVE COVER (UPPER)	$10		$0
101135-002	VACANT DRIVE COVER (LOWER)	$10		$0
# 101144-001	BLANK I/O ACCESS PLATE	$2		$0
101191-001	CARD GUIDE/SPEAKER BRACKET	$12		$20
102560-001	HOOD, NEW CHASSIS DESIGN	$70		$5

COMPAQ DESKPRO® PERSONAL COMPUTER
SERVICE PARTS PRICING AND WARRANTY LABOR RATE SCHEDULE
(CONTINUED)

	COMPAQ® PART #	PART DESCRIPTION	PRICE	REPAIR/ EXCHANGE PRICE	WARRANTY LABOR ALLOWANCE
		CABLES			
	100625-003	34 Pos. Cable, HARD DRIVE CONTROLLER, Single	$18		$10
	100625-004	20 Pos. Cable, HARD DRIVE CONTROLLER	$16		$10
	100641-002	FIXED DISK DRIVE CONTROLLER CABLES (SET)	$34		$10
	101137-001	UNIVERSAL DRIVE POWER CABLE	$23		$10
	101155-001	AC POWER CORD	$7		$0
	101380-001	DISKETTE DRIVE SIGNAL CABLE	$20		$10
	101554-001	34 Pos. Cable, HARD DRIVE CONTROLLER, Dual	$24		$10
		MISCELLANEOUS			
	101143-001	MODE INDICATOR LED	$10		$10
#	101260-001	LITHIUM BATTERY (ASYNC/CLOCK BOARD)	$5		$0
	102709-001	MISCELLANEOUS HARDWARE KIT	$50		$0
	102711-001	MONITOR POWER CONNECTOR PLUG	$15		$0
*	102930-001	FUSE KIT, ALL PRODUCTS (QTY=30)	$15		$0
		MANUALS & TOOLS			
	100574-002	EXTENDED SERVICE AGREEMENT (ESA) FORMS (QTY=25)	N/C		$0
#	100631-002	MS-DOS VER. 2 REFERENCE GUIDE	$25		$0
#	100632-002	BASIC VER. 2 REFERENCE GUIDE	$25		$0
	101089-001	SOCKET/TORX TOOL KIT	$38		$0
	101386-001	MS-DOS/BASIC DISKETTE VER. 2.xx	$15		$0
	101392-001	USER PROGRAMS DISKETTE - COMPAQ DESKPRO PERSONAL COMPUTER	$15		$0
	101432-001	OPERATIONS GUIDE - COMPAQ DESKPRO PERSONAL COMPUTER	$15		$0
*	102971-001	ADVANCED DIAGNOSTICS DISKETTE, VER. 3.xx	$15		$0
	102978-001	MAINTENANCE GUIDE W/DIAG & TEST CABLES	$75		$0
*	105460-002	EXCHANGE TAGS (QTY=25)	N/C		$0
	105461-002	OUT OF WARRANTY (OOW) FORMS (QTY=25)	N/C		$0

N/C NO CHARGE
* PART NUMBER/DESCRIPTION CHANGE (Reference Rate Schedule 10/85, Rev.1)
# PRICE CHANGE (Reference Rate Schedule 10/85, Rev.1)

Rate Schedule 6/86, Rev.1

COMPAQ DESKPRO 286® PERSONAL COMPUTER
AUTHORIZED COMPAQ DEALERS
SERVICE PARTS PRICING AND WARRANTY LABOR RATE SCHEDULE
EFFECTIVE JUNE 1, 1986

	COMPAQ® PART #	PART DESCRIPTION	PRICE	REPAIR/ EXCHANGE PRICE	WARRANTY LABOR ALLOWANCE
		PCB'S			
	101340-001	VDU CONTROLLER BOARD, LOW PROFILE	$260	$130	$20
	102705-001	DISKETTE/TAPE CONTROLLER BOARD	$230	$150	$20
	102710-001	SYSTEM MEMORY BOARD, 128KB	$365	$145	$20
	102774-001	SYSTEM BOARD (NO MEMORY)	$835	$335	$30
#	102778-001	FIXED DISK DRIVE CONTROLLER BOARD	$250	$125	$20
#	102927-001	POWER SUPPLY (120V)	$285	$200	$20
	105033-001	512/2048KB MEMORY BOARD, 512KB	$650	$260	$20
		SUBASSEMBLIES			
	100493-001	SPEAKER ASSEMBLY	$6		$30
#	101438-001	FIXED DISK DRIVE BACK-UP ASSEMBLY W/RAILS	$425	$295	$20
	101439-001	MONOCHROME MONITOR (GREEN)	$175	$110	$20
	101439-002	MONOCHROME MONITOR (AMBER)	$175	$110	$20
#	101664-001	30-MB FIXED DISK DRIVE W/RAILS	$1,075	$600	$20
#	102775-001	1.2-MB DISKETTE DRIVE W/RAILS	$170	$125	$30
#	102776-001	KEYBOARD ASSEMBLY	$195	$95	$20
#	102777-001	20-MB FIXED DISK DRIVE W/RAILS	$550	$395	$30
#	102928-001	360-KB DISKETTE DRIVE W/RAILS	$150	$70	$30
#	102932-001	70-MB FIXED DISK DRIVE W/RAILS	$2,410	$1,795	$30
	105035-001	SYSTEM ROMS (QTY=2)	$50		$20
	105151-001	D RAM, 256Kx1 (QTY=1)	$35		$20
	105152-001	D RAM, 64Kx1 (QTY=1)	$9		$20
		PLASTICS & METALS			
	101135-001	VACANT DRIVE COVER (UPPER)	$10		$0
	101135-002	VACANT DRIVE COVER (LOWER)	$10		$0
#	101144-001	BLANK I/O ACCESS PLATE	$2		$0
	102560-001	HOOD	$70		$5
*	106225-001	BEZEL ASSEMBLY	$60		$5

COMPAQ DESKPRO 286® PERSONAL COMPUTER
SERVICE PARTS PRICING AND WARRANTY LABOR RATE SCHEDULE
(CONTINUED)

	COMPAQ® PART #	PART DESCRIPTION	PRICE	REPAIR/ EXCHANGE PRICE	WARRANTY LABOR ALLOWANCE
		CABLES			
	100048-003	DISKETTE DRIVE CONTROLLER CABLE	$25		$10
	100641-002	FIXED DISK DRIVE CABLES (SET)	$34		$10
	101137-001	UNIVERSAL POWER CABLE	$23		$10
	101155-001	AC POWER CORD	$7		$0
	102934-001	CABLE KIT (3 CABLES ABOVE)	$79		$0
		MISCELLANEOUS			
	102709-001	MISCELLANEOUS HARDWARE KIT	$50		$0
	102767-001	SECURITY LOCK SWITCH	$5		$0
#	102928-001	LITHIUM BATTERY	$10		$0
*	102930-001	FUSE KIT, ALL PRODUCTS (QTY=30)	$15		$0
	105036-001	SECURITY LOCK ASSEMBLY (W/KEYS)	$10		$0
		MANUALS & TOOLS			
	100574-002	EXTENDED SERVICE AGREEMENT (ESA) FORMS (QTY=25)	N/C		$0
	101089-001	SOCKET/TORX TOOL KIT	$38		$0
	102551-001	OPERATIONS GUIDE - COMPAQ DESKPRO 286 PERSONAL COMPUTER	$38		$0
	102553-001	USER PROGRAM DISKETTE VER. 3 - COMPAQ PORTABLE 286®/ COMPAQ DESKPRO 286 PERSONAL COMPUTERS	$15		$0
*	102971-001	ADVANCED DIAGNOSTICS DISKETTE, VER. 3.xx	$15		$0
	102978-001	MAINTENANCE GUIDE W/DIAG & TEST CABLES	$75		$0
#*	105345-001	BASIC VER. 3 REFERENCE GUIDE	$25		$0
	105350-001	MS-DOS VER. 3 REFERENCE GUIDE	$25		$0
	105415-001	MS-DOS/BASIC DISKETTES VER. 3.xx	$15		$0
	105460-002	EXCHANGE TAGS (QTY=25)	N/C		$0
	105461-002	OUT OF WARRANTY (OOW) FORMS (QTY=25)	N/C		$0

N/C NO CHARGE
* PART NUMBER/DESCRIPTION CHANGE (Reference Rate Schedule 10/85, Rev.1)
# PRICE CHANGE (Reference Rate Schedule 10/85, Rev.1)

Rate Schedule 6/86 Rev.1

COMPAQ PORTABLE II™ PERSONAL COMPUTER
AUTHORIZED COMPAQ DEALERS
SERVICE PARTS PRICING AND WARRANTY LABOR RATE SCHEDULE
EFFECTIVE JUNE 1, 1986

	COMPAQ® PART #	PART DESCRIPTION	PRICE	REPAIR/ EXCHANGE PRICE	WARRANTY LABOR ALLOWANCE
		——————PCB'S——————			
	101340-001	VIDEO DISPLAY CONTROLLER BOARD	$260	$130	$20
	102705-001	**MULTIPURPOSE CONTROLLER BOARD	$230	$150	$20
	104174-001	*MULTIPURPOSE FIXED DISK DRIVE CONTROLLER BOARD	$230	$150	$20
	104175-001	*PROCESSOR BOARD, 128KB	$1,180	$475	$30
	104176-001	512/1536KB SYSTEM MEMORY BOARD	$470	$200	$20
	104180-001	*POWER SUPPLY CHASSIS ASSEMBLY	$300	$190	$15
	104273-001	AUTOMATIC POWER SWITCHING BOARD	$60		$20
		——————SUBASSEMBLIES——————			
	104178-001	FAN, DC	$40		$20
	104179-001	KEYBOARD ASSEMBLY	$175	$95	$20
	104182-001	MONITOR ASSEMBLY	$200	$120	$30
#	104183-001	10-MB INTEGRATED FIXED DISK DRIVE	$735	$475	$30
	104184-001	DISKETTE DRIVE 360KB, 1/3H	$175	$95	$30
	104185-001	SPEAKER/POT ASSEMBLY	$10		$20
###	104405-001	20-MB INTEGRATED FIXED DISK DRIVE	$860	$600	$30
	105035-001	LATEST REV ROM	$50		$20
	105151-001	RAM 256Kx1 (QTY=1)	$35		$20
	105152-001	RAM 64Kx1 (QTY=1)	$9		$20
		——————PLASTICS——————			
	104050-002	BLANK DRIVE PANEL 1/3H	$10		$5
	104051-001	CHASSIS COVER	$80		$10
	104059-001	DRIVE BEZEL	$31		$5
	104067-001	HANDLE UNDERLAY	$4		$20
	104084-001	KEYBOARD PLASTICS	$50		$20
	104142-001	SPEAKER MOUNT	$2		$20
	104197-001	BOTTOM CHASSIS FOOT	$10		$10
	104198-001	CPU FRONT BEZEL	$25		$15
	104272-001	FIXED DISK DRIVE BEZEL	***		$5
		——————METALS——————			
	100429-001	BLANK I/O ACCESS PLATE	$2		$5
	104052-001	HIGH VOLTAGE MONITOR COVER	$7		$15
	104055-001	POWER SUPPLY BASE	$25		$20
	104079-001	DRIVE ACCESS PLATE	$7		$15
	104081-001	CHASSIS	$100		$30
	104098-001	MEMORY EXPANSION COVER	$7		$15
	104145-001	CARD CAGE COVER	$22		$15
	104329-001	SYSTEM BOARD COVER/CABLE TRAY	$45		$15
	104330-001	DRIVE SUPPORT ENCLOSURE	$20		$30

COMPAQ PORTABLE II™ PERSONAL COMPUTER
SERVICE PARTS PRICING AND WARRANTY LABOR RATE SCHEDULE
(CONTINUED)

COMPAQ® PART #	PART DESCRIPTION	PRICE	REPAIR/ EXCHANGE PRICE	WARRANTY LABOR ALLOWANCE
	————CABLES————			
101155-001	POWER CORD (DOM)	$7		$0
104006-001	DISKETTE DRIVE POWER CABLE	$25		$10
104007-001	VDU SIGNAL CABLE	$15		$10
104008-001	DISKETTE DRIVE CONTROLLER CABLE	$25		$10
104092-001	FIXED DISK DRIVE POWER CABLE	$25		$10
104093-001	FIXED DISK DRIVE CONTROLLER CABLE	$15		$10
104181-001	*CABLE KIT, (5 CABLES ABOVE)	$99		$0
	———MISCELLANEOUS———			
100025-001	HANDLE KIT	$11		$20
102930-001	FUSE KIT, ALL PRODUCTS (QTY=30)	$15		$0
104259-001	CARRYING CASE	***		$0
104270-001	*MISCELLANEOUS HARDWARE KIT	$50		$0
104316-001	KEYBOARD TEMPLATE (QTY=25)	$25		$0
	———MANUALS & TOOLS———			
100574-002	EXTENDED SERVICE AGREEMENT (ESA) FORMS (QTY=25)	N/C		$0
100686-001	CRT ALIGNMENT TEMPLATE	$6		$0
100767-002	TEST CABLES & PLUGS	$38		$0
101089-001	SOCKET/TORX TOOL KIT	$38		$0
102971-001	ADVANCED DIAGNOSTICS DISKETTE, VER. 3.xx	$15		$0
104212-001	OPERATIONS GUIDE	$25		$0
104214-001	USER PROGRAMS DISKETTE	$15		$0
104254-001	*MAINTENANCE GUIDE W/DIAG & TEST CABLES	$75		$0
#105345-001	BASIC VER. 3 REFERENCE GUIDE	$25		$0
#105350-001	MS-DOS VER. 3 REFERENCE GUIDE	$25		$0
105415-001	MS-DOS VER. 3.1 DISKETTE	$15		$0
105460-002	*EXCHANGE TAGS (QTY=25)	N/C		$0
105461-002	OUT OF WARRANTY (OOW) FORMS (QTY=25)	N/C		$0
	———DEALER SERVICE KIT———			
104234-001	*AUTHORIZED DEALER SERVICE KIT, COMPAQ PORTABLE II PERSONAL COMPUTER	$1,699		

\# PRICE CHANGE (Reference Rate Schedule 2/86, Rev.1)
PART DESCRIPTION CHANGE (Reference Rate Schedule 2/86, Rev.1)
NEW PART

Rate Schedule 6/86, Rev.1

* INCLUDED IN AUTHORIZED DEALER SERVICE KIT
** ALSO REFERRED TO AS DISKETTE/ TAPE CONTROLLER BOARD
*** WARRANTY EXCHANGE ONLY

5.2 EXTENDED SERVICE AGREEMENTS

U.S. AUTHORIZED COMPAQ COMPUTER DEALERS
PRICES FOR EXTENDED SERVICE AGREEMENTS, EFFECTIVE APRIL 16, 1986

COMPAQ® PRODUCT DESCRIPTION	BASE MODEL	CONFIGURATION CONTENTS	AMENDMENTS: PRO-RATED MONTHLY		COMPAQ EXTENDED SERVICE AGREEMENT PRICING							
					9 MONTH		12 MONTH		24 MONTH		36 MONTH	
			DLR	SRP	DLR	SRP	DLR	SRP	DLR	SRP	DLR	SRP
COMPAQ PORTABLE	SINGLE	128KB, 1 DISKETTE DR	8	16	72	144	96	192	192	384	288	576
COMPAQ PORTABLE	DUAL	256KB, 2 DISKETTE DR	9	18	81	162	108	216	216	432	324	648
COMPAQ PLUS®	PLUS	128KB, 1 DISKETTE, 10MB FD	18	37	162	333	216	444	432	888	648	1332
COMPAQ PORTABLE II™	MODEL 1	256KB, 1 DISKETTE DR	11	23	99	207	135	270	264	552	396	828
COMPAQ PORTABLE II	MODEL 2	256KB, 2 DISKETTE DR	11	23	99	207	135	270	264	552	396	828
COMPAQ PORTABLE II	MODEL 3	640KB, 1 F, 10MB FD	21	42	189	378	252	504	504	1008	756	1512
COMPAQ PORTABLE II	MODEL 4	640KB, 1 F, 20MB FD	21	42	189	378	252	504	504	1008	756	1512
COMPAQ PORTABLE 286®	MODEL 1	256KB, 1-1.2MB DISKETTE	15	30	135	270	180	360	360	720	540	1080
COMPAQ PORTABLE 286	MODEL 2	640KB,1.2MB DISKETTE,20MB FD	21	42	189	378	252	504	504	1008	756	1512
COMPAQ PORTABLE 286	MODEL 3	640KB, 1.2MB F, 20MB FD,TAPE	23	47	207	423	276	564	552	1128	828	1692
COMPAQ DESKPRO®	MODEL 1	128KB, 1 DISKETTE DR	8	16	72	144	96	192	192	384	288	576
COMPAQ DESKPRO	MODEL 2	256KB, 2 DISKETTE DR	9	18	81	162	108	216	216	432	324	648
COMPAQ DESKPRO	MODEL 3	512KB, 1 F, 20MB FD, A	17	33	150	300	200	400	400	800	600	1200
COMPAQ DESKPRO 286®	MODEL 1A	256KB, 1 DISKETTE DRIVE	14	28	126	252	168	336	336	672	504	1008
COMPAQ DESKPRO 286	MODEL 1	256KB, 1.2MB DISKETTE	15	30	135	270	180	360	360	720	540	1080
COMPAQ DESKPRO 286	MODEL 2A	512KB, 1 DISKETTE DR,30MB FD	20	40	180	360	240	480	480	960	720	1440
COMPAQ DESKPRO 286	MODEL 2	512KB, 1.2MB F, 30MB FD	21	42	189	378	252	504	504	1008	756	1512
COMPAQ DESKPRO 286	MODEL 3	512KB, 1.2MB F, 30MB FD,TAPE	23	47	207	423	276	564	552	1128	828	1692
UPGRADES:												
64-Kbyte Memory			N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C
256-Kbyte Memory Upgrade			N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C
Asynchronous Communications Board			N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C
10-Mbyte Fixed Disk Drive Upgrade - COMPAQ Portable			6	12	54	108	72	144	144	288	216	432
360-Kbyte Diskette Drive			1	3	9	27	12	36	24	72	36	108
10-Mbyte Fixed Disk Drive - COMPAQ DESKPRO			6	12	54	108	72	144	144	288	216	432
Fixed Disk Drive Back-up			3	6	27	54	36	72	72	144	108	216
30-Mbyte Fixed Disk Drive			10	21	80	189	120	252	240	504	360	756
Second 10-Mbyte Fixed Disk Drive			4	8	36	72	48	96	96	192	144	288
128-Kbyte Memory Upgrade			N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C
512-Kbyte Memory Upgrade			N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C
512/1536-Kbyte System Memory Board			3	7	27	63	40	80	72	168	108	252
512/2048-Kbyte Memory Expansion Board			4	8	36	72	48	96	96	192	144	288
Asynchronous Comm/Clock Board			N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C	N/C
Dual-mode Amber Monitor			1	2	9	18	12	24	24	48	36	72
Dual-mode Green Monitor			1	2	9	18	12	24	24	48	36	72
1.2-Mbyte Diskette Drive			2	4	18	36	24	48	48	96	72	144
70-Mbyte Fixed Disk Drive			17	33	153	297	204	396	408	792	612	1188
20-Mbyte Fixed Disk Drive			7	14	63	126	84	168	168	336	252	504

NOTES: DLR = U.S. Authorized Dealer Price
SRP = Suggested Resale Price to Customer
F = 360-Kbyte Diskette Drive
FD = Fixed Disk Drive
A = Async Comm/Clock Board
TAPE = Fixed Disk Drive Back-up (10-Mbyte Tape)
N/C = No Charge

For Extended Service Agreement purposes,
All COMPAQ systems include keyboards;
All portable computers include Monitors;
COMPAQ DESKPRO Personal Computers do not include Monitors.

Any resale price printed in any Price List is a suggestion only. Dealer is under no obligation whatsoever to accept any such suggestion and Dealer will in no way suffer in his business relations with COMPAQ if he does not accept any such suggestion. COMPAQ expressly disclaims any intention to have Dealers abide by the suggested resale price.

NOTE: Extended Service Agreement pricing for COMPAQ DESKPRO Personal Computer Models 3 (10-MB), 4 and 5 is determined by adding the appropriate options to the COMPAQ DESKPRO Personal Computer Model 1 price.